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Community, Aboriginal
and Women's Services

2004/05
Annual Service Plan Report

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* *Refer to note on page 3.*

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PLEASE NOTE: On June 16, 2005, the government ministries were re-organized to reflect the new cabinet responsibilities. Many of the website addresses and links in this printed report may have changed following the government re-organization.

- A list of the new ministries is available on the government website at http://www.gov.bc.ca — follow the links to Ministries and Organizations.
- An index of all 2004/05 Annual Service Plan Reports, with up-to-date website links, is available online at http://www.bcbudget.gov.bc.ca/annualreports/ .

106-00487/

Message from the Minister and Accountability Statement

It is my pleasure to present the fourth annual report for the Ministry of Community, Aboriginal and Women's Services, prepared in accordance with Treasury Board guidelines and the BC Reporting Principles and Criteria.

This ministry is one of the most diverse in the British Columbia government, encompassing and providing direction for a wide range of sectors. What unites the ministry is a common focus on serving the communities of British Columbia in all of their dimensions: social, economic, environmental and cultural.

During 2004/05 we initiated a wide range of programs, following through on our commitment to build safe, healthy communities and achieve full social, economic and cultural participation for British Columbians.

Communities benefited in a substantial way with the announcement that they would be receiving revenues from traffic fines; estimated at about $49 million in 2005/06. This accounts for a funding increase of over 300 per cent in traffic fine revenues going to municipalities, part of a comprehensive strategy to enhance community policing, crime prevention and public safety. The ministry is working with local governments to ensure the results achieved with this funding are included in municipal annual reports.

Another initiative brings long-term benefits to communities. The Canada-BC Infrastructure Program has provided $600 million towards community projects for safe drinking water and waste water management since it was signed in 2000. All funds have been allocated under the Agreement. In early 2005/06, a new $120 million BC Community Water Improvement Program was created and will continue to provide support to communities to improve water management (drinking water, wastewater and storm water) over the next five years.

On April 15, 2005, British Columbia became the first province in Canada to sign a New Deal for Cities and Communities with the federal government to transfer gas tax revenues to B.C. cities and communities. Funding will go to local government infrastructure and capacity projects, for purposes such as transit, drinking water, waste water infrastructure and air quality, that provide environmental benefits for urban and rural communities.

Affordable housing is a key component of strong communities. Over the last year, in cooperation with the federal government, we signed phase two of an Affordable Housing Agreement for a total of $84 million. Through the Agreement, we are partnering with the federal government to provide affordable housing with support services to those who are homeless or at risk of homelessness.

To build on the momentum of improving housing, I am pleased to serve on the Premier's Task Force on Homelessness, Mental Illness and Addictions. The task force is creating a framework for an integrated program to tackle the challenge of mental illness, homelessness

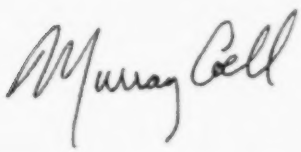
and addictions. Housing developments and transitional housing projects in various communities are underway or planned.

The ministry's commitment to Aboriginal people was evident this year through the third annual First Citizens' Forum which focused on youth. Aboriginal people and organizations who participated took the opportunity to dialogue directly with Cabinet members on social and economic issues affecting their lives.

Increased funding to libraries across the province will support a new strategic plan, to provide access to broadband service for libraries in every community, and a province-wide one-card system and virtual reference desk.

With such a wide range of programs and services, ministry initiatives throughout the year emphasized building partnerships — with both the private and non-private sectors, and other orders of government — to meet the diverse needs of B.C.'s communities. Through our commitment to communities, we are building a strong, prosperous British Columbia.

The 2004/05 Ministry of Community, Aboriginal and Women's Services Annual Service Plan Report compares the actual results to the expected results identified in the ministry's 2004/05 Service Plan. I am accountable for those results as reported.



Honourable Murray Coell
Minister of Community, Aboriginal and Women's Services

May 30, 2005

Message from the Minister of State for Immigration and Multicultural Services and Accountability Statement

As Minister of State for Immigration and Multicultural Services, I am pleased to outline some of the achievements of the past year. Through this area of responsibility, we contract with third-party service providers to deliver settlement and adaptation services for new immigrants; we work with communities on anti-racism and multiculturalism initiatives; and we create new opportunities to maximize the economic and social benefits of immigration to British Columbia.

In April 2004, B.C. renewed a five-year Agreement for Canada-British Columbia Cooperation on Immigration, building on the previous Agreement and providing further mechanisms to increase the benefits of immigration to B.C. Under the new Agreement, the Provincial Nominee Program is strengthened, and Canada continues to transfer funds for the delivery of settlement services to immigrants, with new funding for enhanced language training. The Agreement also outlines special initiatives to attract business immigrants and international students, and to support regional immigration.

During 2004/05, we announced the BC Skills Connect for Immigrants program to help highly skilled immigrants move more quickly into jobs that match their qualifications. With $14.5 million to fund this program, more than 5,000 people will participate over the coming three years.

We also established a new component of the Provincial Nominee Program to expedite the immigration process for foreign doctors in B.C. who are on temporary work permits. The program helps them to gain permanent resident status more quickly — in about six months, instead of three to five years. This will also help to address pressures on the health care system, especially in rural areas. As well, the Provincial Nominee Program has been expanded to include a regional business category to support heartlands development, and the foreign students' component has been expanded to include business related fields of study. Since the program's creation in 2001, B.C. has nominated over 800 applicants in such categories as skilled workers, international students, registered nurses, and regional business.

The Province's goal to increase the attraction and retention of immigrants to the regions was also complemented by the creation of a new federal-provincial Regional Immigration Initiative. This initiative, the first of its kind in Canada, supported eight communities, through project funding, in identifying and developing resources that small centres can use to better attract and retain immigrants.

Under the International Qualifications Program, we increased the number of our funding partners and created new, innovative opportunities including a pre-residency orientation program for foreign trained doctors. In partnership with VanCity Credit Union, we also

supported a new immigrant loan program that will allow foreign-trained professionals, who may not have been able to acquire a credit history in this country, the ability to get a small loan to cover the costs associated with getting their skills assessed, upgrading their skills and acquiring new licences. Projects relating to other occupations such as nursing, dental technicians and dieticians have also been completed. The ministry budgeted $25 million this year for immigrant settlement and English language programming. Delivery of this vital service is handled by approximately 90 agencies located throughout the province.

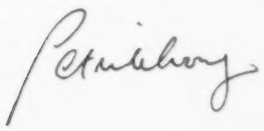
The Multicultural Advisory Council, which is composed of people from across the province dedicated to promoting multiculturalism, held its inaugural meeting in January 2004. In February 2005, the ministry co-sponsored a Dialogue on Multiculturalism with approximately 150 stakeholders to discuss the future of multiculturalism in B.C.

During 2004/05, we announced an aid package of $8 million to go directly to the Canadian Red Cross to provide immediate assistance to South Asia following the tsunami in December 2004.

I believe we have made great progress in supporting strong communities that recognize and value cultural diversity, and have helped provide equitable access to programs, services and opportunities for all British Columbians.

I am the Minister of State for Immigration and Multicultural Services and, under the *Balanced Budget and Ministerial Accountability Act*, I am accountable for the following results:

Expected Results for 2004/05	Results Achieved
Develop a strategy with recommendations regarding potential improvements to the social and economic benefits of immigration and diversity to the province and present it to the Government Caucus Committee on Economy and Government Operations.	Yes
In consultation with the Multiculturalism Advisory Council, develop a strategy to improve multicultural service delivery and present it to the Government Caucus Committee on Economy and Government Operations.	Yes
Develop a strategy to encourage investment through the business immigration program and present it to the Government Caucus Committee on Economy and Government Operations.	Yes
Develop a multicultural theme around the 2010 Olympics, in cooperation with the Ministry of Small Business and Economic Development.	Yes



Honourable Patrick Wong
Minister of State for Immigration and Multicultural Services

May 30, 2005

Message from the Minister of State for Women's and Seniors' Services and Accountability Statement

In my role as Minister of State for Women's and Seniors' Services, I am committed to helping build strong, safe and secure communities for women who have experienced abuse, and their children, and for seniors. These commitments are reflected in the work the ministry completed in 2004/2005.

This past year, we announced $12.5 million — an increase of more than 33 per cent — in provincial government funding for programs and services for women who have experienced abuse, and their children. Funding for these services now totals $45.5 million annually. This increase provides women and their children with improved 24/7 access to transition house services in B.C., and front-line services such as counselling programs.

Counselling services are better equipped to provide access to online information and resources for women leaving abusive relationships because of funding for computer upgrades. And we continue to provide $33 million for transition houses, second stage housing and safe homes, and individual and group counselling for women and their children through the Stopping the Violence and Children Who Witness Abuse programs.

To further meet the needs of women, we published a Women's Services Directory that provides women around the province with easier access to information about provincial government programs and services. The web-based directory, available on the ministry's website at http://www.mcaws.gov.bc.ca/womens_services/directory/*, includes more than 80 listings, covering topics that include parenting, safety, women with disabilities, housing, women's health and employment.

Another publication launched specifically to serve women is "Starting Your Business: a Guide to Resources for BC Women", available on the ministry's website at http://www.mcaws.gov.bc.ca/womens_services/business_guide/*. With more than a third of small businesses in B.C. operated by women — one of the highest rates in Canada — this is a useful resource.

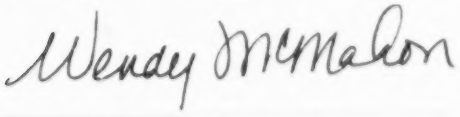
A new Premier's Council on Seniors and Aging was announced in the 2005 Throne Speech. The Council will examine how to improve the full spectrum of seniors' housing options and homecare, improve the quality of life and independence of seniors in B.C. and respond to the changing service needs of a healthier, aging population, and will recommend comprehensive plans for reform. As well, we launched a new Health and Seniors' toll-free Information Line (1-800-465-4911) to enhance existing resources.

I am honoured to carry on the work undertaken by the previous Minister of State for Women's and Seniors' Services, Ida Chong. Women and seniors contribute to our communities in many ways, and I am pleased to submit this summary for the ministry's annual report.

* *Refer to note on page 3.*

I am the Minister of State for Women's and Seniors' Services and, under the *Balanced Budget and Ministerial Accountability Act*, I am accountable for the following results.

Expected Results for 2004/05	Results Achieved
Develop a strategy with recommendations for activities and initiatives that profile and promote women's role in the province's economy and present it to the Government Caucus Committee on Economy and Government Operations.	Yes
Develop a cross-ministry strategy to reduce violence against girls and women, including prevention activities, and present it to the Government Caucus Committee on Communities and Safety.	Yes
In cooperation with municipalities across British Columbia, review government's programs and services for seniors and make recommendations to the Government Caucus Committee on Communities and Safety on how government and municipalities can improve their planning for the aging population.	Yes



Honourable Wendy McMahon
Minister of State for Women's and Seniors' Services

May 30, 2005

Highlights of the Year

Local Government

Libraries Without Walls: The World Within Your Reach

A strategic plan for public libraries in British Columbia, developed in consultation with key industry stakeholders and the public library community, was announced and funding committed. In the next three years $12 million will support implementation of three strategic directions: facilitation of equitable access to basic information; encouragement of collaboration and partnership to improve service delivery; and initiation of governance reform.

Traffic Fine Revenue Sharing Grant Program

The Traffic Fine Revenue Sharing (TFRS) program provides an unconditional transfer to municipalities that pay a portion of local police costs to assist in crime prevention and community policing. In 2004/05 the TFRS program was expanded to return 100 per cent of net traffic fine revenues to municipalities, which increased the total payable amount within the 2004 municipal fiscal year to $41.8 million.

BC Community Water Improvement Program (BCCWIP)

The British Columbia Community Water Improvement Program, which will run from 2005 to the end of fiscal 2010, is a $120 million program designed to improve water management in B.C. communities. Types of projects include, but are not limited to, the construction of drinking water treatment facilities, development of groundwater wells, construction of water reservoirs and wastewater treatment facilities.

Barkerville Heritage Site

Extensive work during the past year culminated in the signing of the 15 year Heritage Site Management Agreement for Barkerville Historic Town. This agreement devolves management of the one remaining operational heritage site from the Province to the Barkerville Heritage Trust. Additional one time funding of $3.65 million for capital and sustaining investments was agreed to by the Province prior to the transfer.

Fraser Valley Regional Growth Strategy

On October 6, 2004, the Fraser Valley Regional District (FVRD) adopted the *Choices for Our Future* Regional Growth Strategy (RGS). The RGS addresses key issues within the FVRD as it wrestles with agricultural land use and development pressures that stem from its proximal location to the Greater Vancouver Regional District, B.C.'s largest urban area. The strategy provides a mechanism to manage land-use related pressures; informs infrastructure investment decision-making and encourages co-operation within and between all orders of government.

Incorporation of Canal Flats

In March 2004, Cabinet approved Letters Patent to incorporate the Village of Canal Flats. Incorporation of B.C.'s 156th municipality followed on June 29, 2004. This incorporation represents the evolution of local government in this community — a transition from improvement district, regional district and provincial responsibility for local services to a local municipal structure governed by a Mayor and Council.

Community Charter Regulatory Best Practices Guide

The Regulatory Best Practices Guide (RBPG) is a web-based information tool designed to encourage the "best" use of the new regulatory powers available to local governments under the *Community Charter*. This Guide provides local governments with tips for considering whether action (e.g., regulation, imposition of requirements or prohibition) is warranted in any particular matter; and suggests how to assess what the appropriate response may be, what good regulatory practice is, the process for developing sound regulatory schemes and examples of real issues to demonstrate approaches to regulation (e.g., noise, dogs off-leash, business licensing).

Housing, Building and Safety

The Premier's Task Force on Homelessness, Mental Illness and Addictions

The ministry is working with the Premier's Task Force on Homelessness, Mental Illness and Addictions, BC Housing and other ministries to develop a provincial strategy that addresses the causes of homelessness and coordinates resources to enable people to live in stable housing and receive the supports they require.

Planning for Housing

The Planning for Housing (2004) report summarizes findings of a 2003 survey of local governments to raise awareness of new and innovative housing initiatives across the province and support local governments in addressing local housing needs.

The ministry is providing support and advice to the Union of British Columbia Municipalities (UBCM) in allocating $2 million in grant money, provided by the provincial government to help local governments develop innovative local solutions and strategies to increase housing and support options for seniors so that they can continue to live in their communities.

Modernisation Project

The ministry launched a department-wide policy project to assess the need to modernise the system by which safety is achieved in the built environment. Baseline data on the current system has been collected and is being analyzed and contrasted with possible future states with the goal of proposing options to optimize the effectiveness of the system.

B.C. Building and Fire Codes

The ministry worked nationally and with other provinces and territories to develop the content of the next edition of the Building and Fire Codes. Through the Provincial/Territorial

Advisory Committee on Codes, 1400 code change proposals to the National model codes have been reviewed for policy implications.

Administrative Monetary Penalties

Based on consultation with delegated authorities and stakeholders, a regulation was enacted enabling monetary penalties under the *Safety Standards Act*. This will improve compliance and enforcement in cases where other measures are not effective.

Hydrogen Technology

The ministry is leading a cross-Canada initiative to facilitate a uniform regulatory regime for hydrogen as a fuel. Harmonization with international codes and standards is a part of this initiative, to support the B.C. and Canadian hydrogen technology sector.

Sprinkler Protection Units

In 2004, the Province provided a $1 million grant to UBCM to purchase and operate three sprinkler protection units. These are mobile trailers with specialized equipment used to protect structures and property during interface fires. These units were deployed successfully during the 2004 fire season and prevented significant property loss. This partnership continues in 2005 with further training of fire personnel and an evaluation study.

Establishment of Ministry Operations (Coordination) Centre

Working in partnership with the fire service, the Provincial Emergency Program and the Ministry of Forests, the Office of the Fire Commissioner established a Ministry Operations (Coordination) Centre. The Centre was activated in the summer of 2004 to enhance provincial efforts to respond to fire emergencies throughout the province and to test the ministry's readiness to support a provincially-declared emergency. This provided an opportunity to test systems and procedures. Changes to training and operating procedures will be implemented in 2005 as a result of this experience.

Aboriginal, Multiculturalism and Immigration

First Citizens' Forum

The third annual First Citizens' Forum held in 2004/05 focused on Aboriginal youth. The Forum is an annual one-day event, hosted by the Premier and attended by Cabinet, that provides a cross-section of Aboriginal community representatives an opportunity to discuss issues of concern with provincial politicians.

Aboriginal Employment Partnership Initiative (AEPI)

The AEPI aims to reduce barriers and enhance opportunities for employment and the economic participation of Aboriginal people through a collaborative approach with employer partners. The number of partnerships under the AEPI was increased in 2004/05.

Provincial Aboriginal Social-Economic Strategy (PASES)

The ministry continued to work with provincial ministries and Aboriginal political and social organizations on the development of a Provincial Social-Economic Strategy, a cross-government, horizontal initiative to improve Aboriginal social and economic outcomes and to improve how government works with Aboriginal people.

Vancouver Agreement

A new five-year Vancouver Agreement was developed with the City of Vancouver and federal government that will focus on Inclusive Commitments for the 2010 Olympic and Paralympic Games and Homelessness, with priorities related to economic revitalization, improved health and safety of residents, and improved living conditions.

Victoria Urban Development Agreement

The ministry launched a process to develop a Victoria Urban Development Agreement with the federal government and the City of Victoria for fall 2005 signing, and began the initial discussions with both the City of Surrey and City of Prince George in response to their expressed interest in tripartite partnerships that focus on inner-city issues within those cities.

Strategy to Improve the Social and Economic Benefits of Cultural Diversity in British Columbia

Government approved in March 2005 a Strategy to Improve the Social and Economic Benefits of Cultural Diversity in British Columbia that outlines objectives and activities to ensure effective multicultural service delivery (including multiculturalism and anti-racism initiatives), fulfilling the Minister of State's accountability.

Multicultural Advisory Council

Following a series of consultations with stakeholders, the Multicultural Advisory Council released the Strategic Framework for Action: A Strategy to Stimulate Joint Action on Multiculturalism and the Elimination of Racism in B.C., and a Dialogue on Multiculturalism was held in February 2005.

Agreement for Canada-British Columbia Cooperation on Immigration

A renewed five-year Agreement for Canada-British Columbia Cooperation on Immigration was signed in April 2004. Under the new Agreement, the Provincial Nominee Program is maintained and strengthened, with new funding for enhanced language training; special initiatives are outlined to attract business immigrants and international students; and a joint federal-provincial commitment is made to support immigration in smaller cities and communities.

A Strategic Framework to Enhance the Social and Economic Benefits of Immigration to British Columbia

The Framework was developed and implementation is underway. The new Strategy builds on current activities and details new initiatives in support of the Provincial Nominee Program, regional immigration, international students, and labour market attachment.

The Provincial Nominee Program (PNP)

In 2004/05, the PNP exceeded all targets and will continue to do so through the implementation of a new expansion plan. Highlights of the plan include: increasing marketing initiatives, expediting work permits for business and skilled nominees, and significantly increasing the number of nominees per year. The PNP will also reach out to new sectors, including self-employed persons and skilled tradespeople.

BC Skills Connect for Immigrants Program

Career attachment opportunities for immigrants accelerated in 2004/05 through direct support to regulatory bodies, professional and trades associations, and employers to ensure immigrants have an equal opportunity to work in jobs for which they are qualified. A new BC Skills Connect for Immigrants Program was introduced to provide integrated career assessment, planning and employment bridging to support expedited labour market entry for immigrants.

Women's and Seniors' Services

Stopping the Violence Services

Significant work went into planning for service enhancements and new services to implement $12.5 million in additional program funding in 2005/06. This planning, and the new funding, will fill gaps in service for women who have experienced violence, and their children. In 2004/05, the ministry also provided: $200,000 in computer technology upgrades for service providers to ensure women using the services have access to a computer to deal with housing, employment and other information needs; $200,000 in Child Health and Safety grants to service providers supporting children, such as transition houses and agencies providing Children who Witness Abuse counselling; and $600,000 for 12 projects relating to prevention of violence against women and girls, ranging from a project to teach school-age children about healthy relationships to a conference on the needs of older women who have experienced abuse.

Women's Services

The Minister of State's accountability was fulfilled with presentation to Cabinet in February 2005, of a strategy outlining activities and initiatives that profile and promote women's role in the province's economy. Two new publications for women were launched — "Starting Your Business — A Guide to Resources for BC Women" and "Quick Facts on BC Women".

Seniors' Services

The Minister of State's accountability was fulfilled with presentation to Cabinet in March 2005, of a review of government services for seniors and report on recommendations to improve government planning for an aging population. Seniors' Week was celebrated in June of 2004; the seventh edition of the "Your Guide to Seniors' Programs and Services in BC" was prepared and distributed; and the 1-800 line for information for seniors was launched.

Ministry Role and Services

Vision, Mission and Values[1]

Vision

British Columbians enjoy full social, economic and cultural participation in strong, safe and healthy communities.

Mission

The ministry works to build strong, safe and healthy communities and achieve full social, economic and cultural participation for British Columbians by:

- providing a policy and legislative framework, funding and advice to support local governance;
- developing the legislative and policy frameworks for housing, building, safety of regulated equipment and processes and fire prevention;
- providing policy advice and delivering services through third parties for Aboriginal people, immigration and settlement, multiculturalism and anti-racism, women who have experienced abuse, and their children, and providing policy advice on women's and seniors' issues; and
- securing federal participation in provincial priorities through federal/provincial arrangements.

Values

- Focus on our clients.
- Create beneficial partnership opportunities.
- Use resources wisely.
- Treat employees and clients fairly and equitably.
- Create a culture of accountability, innovation and excellence.

These values are integrated into the ministry's day-to-day operations and planning processes. They are essential to the ministry's success, which depends on the support, assistance, cooperation and actions of its many partners (third-party service providers, other orders of government, other ministries and provincial agencies, non-profit sector, business sector and many other stakeholders). The ministry focuses on its clients by striving to continually improve its services, and working to improve its performance management framework to be more accountable to government, its clients and the public, to utilize resources wisely and

[1] The ministry's vision and mission were revised in 2004/05 through a strategic planning process with ministry staff and executive to better reflect the ministry's mandate given changes in ministry responsibilities. See Strategic Shifts and Significant Changes in Policy Direction (pg. 27) for changes.

to create a culture of innovation and excellence. Through its human resource management plan, the ministry works to attract and retain skilled employees by providing a workplace that treats its employees fairly and equitably.

Ministry Overview, Core Business Areas and Structure

Ministry Overview

In 2004/05, the Ministry of Community, Aboriginal and Women's Services managed a very broad and diverse range of programs. The ministry's clients included every British Columbian because all aspects of the ministry's business affected them either directly or indirectly. The ministry provided services to women who have experienced abuse, and their children, new immigrants and Aboriginal people through third-party contractors.

The ministry provided the governance framework for local government; supported the B.C. Public Library system and heritage conservation; provided the framework for building, fire and safety regulation; supported social housing and housing for the most vulnerable; provided a number of initiatives to improve programs and services for Aboriginal people; supported new immigrants and worked to reduce racism in communities; supported the Vancouver Agreement and the development of other multi-jurisdictional inner-city partnerships; provided policy analysis and research support on issues affecting women and seniors; and provided funding to support women who have experienced abuse, and their children.

The ministry was organized in five departments that corresponded to five core business areas. These were:

- Local Government;
- Housing, Building and Safety;
- Aboriginal, Multiculturalism and Immigration Services;
- Women's and Seniors' Services; and
- Executive and Support Services.

The ministry's core activities were:

- delivering client-centred services by funding third-party service providers;
- entering into partnerships to deliver services;
- establishing legislative, regulatory and policy frameworks that promote provincial government interests;
- providing the legislative, policy and governance framework for local governments; and
- building relationships and managing communications with other ministries, staff, clients and stakeholders.

Much of the ministry's work depended on its relationships with its many and diverse stakeholders, including: the Union of B.C. Municipalities and local governments; other ministries, in particular the social ministries; provincial agencies, boards and commissions;

other provinces, territories and the federal government; schools, colleges and universities; the private sector, including industry, regulatory and other associations; and non-profit, Aboriginal, community and umbrella organizations, many of which were contracted to deliver services. The ministry's relationships with these stakeholders varied. In some cases, the ministry contracted services for its clients. In others, the ministry consulted, collaborated and partnered on various issues and initiatives. The ministry also facilitated processes in support of local governments.

The ministry was responsible for over a dozen Crown corporations, agencies, boards and commissions, and for over 40 pieces of legislation (Appendix 1 and 2).

Ministry Core Business Areas and Structures

Core Business: Local Government

The Ministry of Community, Aboriginal and Women's Services served local governments, promoted heritage conservation and supported public libraries by: providing the necessary legislative and policy frameworks; facilitating partnerships and intergovernmental relations; providing targeted financial support; and administering grant programs. The ministry was also responsible for the provision of local government services in the University of British Columbia's University Endowment Lands.

The **Local Government Department** provided support and service in the following areas:

The **Governance and Structure Division** facilitated the implementation of new legislation and changes to local governance and boundaries. It also advised on complex local government issues and worked to build positive relationships between local governments and First Nations.

The **Intergovernmental Relations and Planning Division** facilitated community and regional strategic planning, intergovernmental relations and dispute resolution and assisted local governments in communities facing serious economic challenges to manage the impacts of industry restructuring.

The **Local Government Policy and Research Branch** developed local government and safety policy, ministry legislation and local government programs.

The **Local Government Infrastructure and Finance Division** assisted local governments through statutory approvals, information and advice to protect the administrative and financial viability of local governments. The Division also administered infrastructure planning and infrastructure construction grant programs and partnered with other government authorities to deliver initiatives that improve local infrastructure.

The **Public Library Services Branch** supported public libraries through grants, advice, and information and training initiatives. It also strengthened partnerships with other governments, public agencies and the private sector to foster financial support for libraries.

The **Heritage Branch** provided policy and legislative advice on heritage issues, devolved heritage sites to community organizations and worked to build heritage capacity in the public and not-for-profit sectors. The branch also partnered with federal and local governments to implement the Historic Places Initiative and the Canadian Register of Historic Places, a national register of heritage sites.

The **Local Government Department** worked with other ministries and provincial agencies, the federal government, the Union of B.C. Municipalities, CivicInfo BC, the Local Government Management Association, the Government Finance Officers Association, legal and financial institutions and community groups. The Department managed expenditures of $208 million in 2004/05 through the efforts of 118 full-time equivalents in staff. Government transfers, net of recoveries, accounted for $189 million, or 91 per cent of Department expenditures.

Core Business: Housing, Building and Safety

Housing, building and safety issues were supported within the ministry through policy and legislation development, as well as through transfers to two Crown agencies, the BC Housing Management Commission (BC Housing) and the Homeowner Protection Office.

The **Housing Policy Branch** was responsible for developing provincial housing policy, strategies and programs. It provided policy advice to government on specific issues such as the residential construction industry, leaky condos, social housing, homelessness, and housing for persons with special needs. The branch also published research and guides on housing issues and worked to support local government's role in housing. It partnered with non-profit organizations, local governments and the housing and building sectors, and worked closely with the two Crown agencies for which it is responsible:

- the BC Housing Management Commission (BC Housing) which provides housing assistance programs for low- and moderate-income households and works in partnership to create housing options for the most vulnerable in B.C. communities, and
- the Homeowner Protection Office whose mandate is to strengthen consumer protection for buyers of new homes and improve the quality of residential construction in British Columbia, by licensing residential builders and building envelope renovators and providing advice and financial assistance to owners of water-damaged homes (leaky condominiums).

The **Building Policy Branch** was responsible for continued development of the BC Building Code and assisted in the development of related regulations such as: the Water Conservation Plumbing Regulation and Concurrent Authority for Buildings and Other Structures. The Branch provided policy advice to government on specific building technical and regulatory issues, such as: energy efficiency, assisted living, existing buildings, modernisation, objective-based code and B.C. variations and Municipal Insurance Association bylaw. It has continued to act as the secretariat to the BC Building Code Appeal Board. Through the Minister-appointed Building Policy Advisory Committee, the branch has worked on significant building policy issues with key stakeholders, including architects,

engineers, developers, local government building officials, home builders, technologists and independent contractors.

The **Safety Policy and Liaison Branch** monitored the effectiveness of the safety regulatory system, providing analysis to the Minister on proposed changes to the system and acting as the liaison between the Province and the BC Safety Authority. The BC Safety Authority was responsible for inspection, certification and licensing of engineering installations, as well as the licensing of technical personnel.

The **Office of the Fire Commissioner** is the senior fire authority in the province, responsible for fire safety legislation, major fire investigation, provincial response to major fire emergencies, training and public fire safety education. Services were delivered through regional offices in Kamloops, Prince George, Cranbrook and Victoria. The office worked with two Fire Safety Committees to promote fire safety in communities. Government transfers were provided to Local Assistants to the Fire Commissioner as defined by the *Fire Services Act* for fires investigated and reported to the Office of the Fire Commissioner.

The Department managed expenditures of $165 million for 2004/05 through the efforts of 55 full-time equivalents in staff. Government transfers accounted for $159 million, or 96 per cent of Department expenditures.

Core Business: Aboriginal, Multiculturalism and Immigration

The ministry had responsibility for coordinating provincial efforts to improve programs and services for Aboriginal people living in British Columbia and to maximize the social and economic benefits of immigration and multiculturalism.

The **Aboriginal Directorate** identified initiatives and opportunities for improved integration of program and service delivery, increased access to social and economic development opportunities, and the preservation of Aboriginal languages. The Directorate also represented provincial interests in federal/provincial processes and negotiations. It depended largely on partnerships with other ministries, the federal government, and Aboriginal organizations and communities.

The **Immigration Division** worked to maximize the economic and social benefits of immigration to B.C. through leadership, partnerships, strategic influences, and program development and delivery. The Division's activities ensured British Columbia's immigration interests were effectively represented, and that the contribution of economic immigrants and temporary residents to the B.C. economy were expanded. The Division managed and implemented the Agreement for Canada-British Columbia Cooperation on Immigration, and worked to ensure the federal government considered British Columbia's interests regarding immigration levels, planning, policy and legislation. The Division's responsibilities included the design and delivery of the Provincial Nominee Program, the International Qualifications Program, Business Immigration, and the BC Skills Connect for Immigrants Program.

The **Settlement and Multiculturalism Branch** oversaw the planning, funding, implementation and management of anti-racism, multiculturalism and immigrant settlement programs, working in close partnership with communities and non-profit organizations.

The branch helped newcomers adapt to life in Canada through contracts with third-party agencies providing essential settlement services.

The **Inner-city Partnerships Branch** supported local initiatives through the Vancouver Agreement, a federal/provincial/municipal initiative to support sustainable development in Vancouver, particularly in the city's Downtown Eastside neighbourhood, and worked to develop other inner-city partnerships. The Branch is also responsible for the BladeRunners Program and, in partnership with the Vancouver Organizing Committee and other agencies and orders of government, implementation of the Inclusivity Commitments for the 2010 Olympic and Paralympic Winter Games.

The Department managed expenditures in 2004/05 of $21 million through the efforts of 69 full-time equivalents in staff. Government transfers, net of recoveries, accounted for $14 million, or 68 per cent of Department expenditures.

Core Business: Women's and Seniors' Services

The ministry worked to address the unique economic and social needs of women and seniors.

The **Women's and Seniors' Policy Branch** provided policy analysis and research support to government on issues that affect women and seniors. Working with other ministries and jurisdictions, the branch identified and analyzed issues of concern to women and seniors, including economic, health and service access issues. These efforts were enhanced by the cooperation of other ministries to maximize opportunities for women and seniors when developing and administering their policies and programs.

The **Stopping the Violence Branch** was responsible for transition house programs for women, and their children, leaving abusive relationships. It also funded and administered programs to support community-based violence prevention projects, counselling programs for women who have experienced violence and counselling for children who witness abuse. The branch worked with community agencies through service contracts to provide these services. Major stakeholders included the BC Association of Specialized Victim Assistance and Counselling Programs (BCASVACP) and the BC/Yukon Society of Transition Houses.

The Department managed expenditures in 2004/05 of $37 million through the efforts of 28 full-time equivalents in staff. Government transfers accounted for $34 million, or 92 per cent of Department expenditures.

Core Business: Executive and Support Services

Executive and Support Services was composed of the Minister's Office and staff, the Deputy Minister's Office and staff, and the Corporate Services Department.

Corporate Services supported ministry programs by supplying services through five branches: **Corporate Policy and Planning, Finance and Administrative Services, Strategic Human Resource Management, Information and Privacy,** and **Information Systems**. These branches facilitated the ministry's strategic direction by supporting enhanced

contract management, risk management and performance planning; encouraging public-private partnership opportunities; and supporting training and professional development opportunities, succession planning and recruitment to address needs stemming from workforce adjustment and the ministry's changing skill requirements. These branches also worked with the Office of the Deputy Minister to support strategic planning and financial and other services that support the ministry's programs in achieving their objectives.

The Executive and the Corporate Services Department managed expenditures for 2004/05 of $10 million through the efforts of 84 full-time equivalents in staff.

Ministry Operating Context

The Ministry of Community, Aboriginal and Women's Services encompasses a broad and diverse range of programs and responsibilities. The environment and trends which influence the work of the ministry are equally complex.

The British Columbia economy grew 3.9 per cent in 2004, leading all provinces, after growth of 2.5 per cent in 2003. Domestic activity continued to be the main driver of economic growth last year. Business investment grew by 11.7 per cent. Growth in housing starts of 25.8 per cent in 2004 led to residential construction investment growth of 14.8 per cent.

Stronger economic growth in B.C. resulted in more favourable circumstances for many of the ministry's key programs and stakeholders; however, this improvement also poses challenges. Strong housing demand and construction, for example, are a driver of further economic growth and employment, but tend also to exacerbate housing affordability problems for those with low to moderate incomes. Urban centres in B.C. already have some of the highest housing costs in the country. The ministry has continued to work to ensure that new opportunities benefit not only urban centres but also smaller communities and regional centres.

Communities

Many rural British Columbian communities have traditionally depended on natural resource industries, which have been dramatically impacted, in recent years, by trade issues (e.g., softwood lumber dispute), epidemics (e.g., mountain pine beetle), and the challenge of resource renewal (e.g., forestry, fisheries, mining). On the other hand, urban communities are experiencing explosive population growth, record housing prices, and the need to maintain or improve infrastructure (transportation, drinking water and waste water management). The ministry has a key role in responding to the needs of these communities by ensuring local governments remain financially viable and sustainable.

In April 2004, British Columbia became the first province to sign the New Deal for Cities and Communities with the federal government to transfer gas tax revenues to B.C. cities and communities. Funding will go to local government infrastructure projects to provide environmental benefits for urban and rural communities, including better transit, clean drinking water, improved waste water infrastructure, and improved air quality.

Immigration

Over the last decade, British Columbia has remained a favoured destination for immigrants and temporary residents, with an average of 41,000 immigrants per year coming to the province. China remained the top source country of immigrants landed in B.C. for 2004 for the third year in a row, representing almost one-third of all immigrants. The top three source countries in 2004 were China, India and the Philippines.

Immigration has been the largest component of net population increase for B.C. over the past ten years and will continue to be the major component in the future. Greater global and inter-provincial competition for immigrants means other provinces and nations are

increasing their direct involvement in marketing and supporting immigration initiatives. Although B.C., like Canada overall, does not have a general labour shortage at the present time, there is a persistent labour market imbalance with shortages occurring in specific sectors or in particular regions. Even though B.C. has enjoyed being a top destination for immigrants, the increase in global competition and labour market shortages create the need for strategic marketing and promotion of all regions of the province. While immigration brings significant social and economic benefits, recent increases in the number of immigrants to B.C. has meant a greater demand for settlement services and language training in metropolitan areas. The ministry's goal of maximizing the benefits of immigration and multiculturalism requires concerted efforts and cooperation with other ministries, governments, and the private and non-profit sectors.

Multiculturalism

British Columbia is home to the highest percentage of visible minorities in Canada (22 per cent). At the time of the last census (2001), British Columbia was in first place for visible minority communities in Canada. The role of the provincial government is grounded in the *Multiculturalism Act* of British Columbia, which promotes cross-cultural understanding and respect for people regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin. Multiculturalism provides the foundation upon which cultural diversity continues to flourish. As communities grow and differences are evidenced, the ministry works to ensure that differences are understood. The BC Human Rights Tribunal reported in its 2003/04 statistics that 16 per cent of complaints proceeding to a final hearing were in the area of race, ancestry, colour or place of origin. Given this statistic, the ministry works to ensure that racism and hate is addressed through community response mechanisms, public education, and partnership development. Further, understanding of multiculturalism and effective multicultural service delivery is also needed across government and is reported through the Annual Report on Multiculturalism (a legislative requirement).

Aboriginal People

The province's Aboriginal population grew by 21.7 per cent between 1996 and 2001. The general standard of living of B.C.'s Aboriginal people is 20 per cent below that of other British Columbians. In recent years more Aboriginal people have moved from reserves to urban centres, with more of the Aboriginal population living off-reserve in B.C. These shifts in population challenge the ministry to address the expanding need for service, particularly from the young and growing urban Aboriginal population. The demographic trends noted above and issues relating to federal and provincial jurisdictional responsibilities increase the complexity associated with developing and delivering practical and effective programs and services for Aboriginal people. Effective program delivery by Aboriginal organizations and communities is often hindered by capacity needs. To ensure an effective response to Aboriginal issues requires cooperation across government and all orders of government, as well as a strong relationship with Aboriginal organizations and communities.

Women

Women comprise 51 per cent of the B.C. population, account for 57 per cent of university enrolment, form 47 per cent of the labour force and 36 per cent of the self-employed. They earned $20.3 billion in 2001. Despite many gains achieved over the last three decades, women, as a group, still face challenges. For example, women's labour force activity and their income are still more likely to be impacted by family and caregiving responsibilities (working part-time, taking time off, and/or retiring early to accommodate family caregiving responsibilities). Women rely more heavily than men on government transfer payments, programs and services. The ministry advises government on women's issues to ensure government can respond to women's unique needs. Collaborative relationships with other ministries and orders of government are essential to this mandate.

Women are more likely to be victims of a sexual or physical crime committed by someone they know, such as a partner, spouse, acquaintance, relative or ex-spouse. Ninety-five per cent of the population in B.C. has access to some violence-related service (e.g., transition house programs, Stopping the Violence counselling, community or police-based victim services) within 70 kilometres of their homes. The number of women and children sheltered through the Transition House program has increased, reversing a decreasing trend in the previous four years.

Seniors

People over the age of 65 make up 13.3 per cent of the population of B.C. By 2031, almost a quarter of the B.C. population will be over 65 and 6.1 per cent will be over 80, meaning the proportion of the population falling into these age groups will almost double. The ministry has a role in identifying the changing needs of seniors and resulting impacts on related government policies and programs. This requires continuing to build strong relationships with other ministries, orders of government, the private and non-profit sectors and communities.

Internal Risks

In recent years, a number of factors internal to government has resulted in a need for the ministry to shift its focus. Some of these shifts are well underway; others are more preliminary:

Regulatory reform — Government's regulatory reform initiative required the ministry to evaluate its regulatory systems to ensure legislative and regulatory regimes are essential to ministry business and assess where reductions could be made, by streamlining or eliminating regulatory requirements, to reduce the regulatory burden on British Columbians. Changes to create more objective-based codes and regulations, such as in the Housing, Building and Safety area of the ministry, require the province to develop tools for assisting users with this new format.

Shifts in service delivery — Government has shifted many services from direct to third-party service delivery, with government managing policy and legislative frameworks and maintaining a monitoring role, rather than providing direct service. This move has resulted

in increased reliance on third-party service providers and regulated entities. Capacity of third-party service providers varies, and as the ministry shifts to more community-based service delivery, it is essential to ensure service quality and accountability for results. This is important in the smaller, regional communities of British Columbia, as well as larger, urban centres. The ministry is working to ensure appropriate accountability mechanisms exist, to support third-party service providers in being able to deliver quality services and provide reliable information about program outcomes.

In safety, there has been a shift in administration from government to a regulated entity, the BC Safety Authority, a move from prescriptive to objective-based regulation, and a shift from provincial to harmonized national codes and standards. Significant changes in the building regulatory system are highlighting the need for a stronger provincial governance role. An increasingly litigious environment is also causing changes to the traditional roles of industry stakeholders. In response to these challenges, the ministry is assessing building and safety systems to ensure they are responsive and modernised and achieve desired outcomes.

Relationships with other orders of government, ministries, provincial agencies and stakeholders — Increasingly, there is a need to ensure a coordinated approach is taken to addressing provincial issues and thereby meeting the needs of British Columbians. This approach brings risks because of influencing factors outside the control of the ministry. The ministry's success depends on its ability to build and maintain strong relationships with its many partners and stakeholders. Where the ministry has had success, it is building on those experiences, e.g., the Union of B.C. Municipalities and the Vancouver Agreement.

Strategic Shifts and Significant Changes in Policy Direction

The ministry has been working to support the following strategic shifts:

- from prescriptive regulation to objective-based codes and standards;
- from direct delivery of programs and services by provincial government employees, to delivery by communities and third parties;
- from provincial control to local autonomy; and
- from input-based funding to performance-based funding.

There also were a number of important internal changes at the start of the 2004/05 year. The Province's 2010 Olympic Bid was successful and a new Olympic Games Secretariat was established within the Ministry of Small Business and Economic Development. The Sport and Physical Activity and Cultural Services branches were transferred to the Ministry of Small Business and Economic Development. The Ministry of Community, Aboriginal and Women's Services took on responsibility for cross-ministry coordination of seniors' issues and related policy. Safety Engineering Services, responsible for public safety as it relates to regulated products and processes, became the independent BC Safety Authority in 2004. In 2004/05, responsibility for childcare was transferred to the Ministry of Children and Family Development.

In response to these changes, the ministry reorganized and reduced its Departments to five. The Housing and Building Policy Department was combined with the Safety and Standards Department to form the Housing, Building and Safety Department. Local Government assumed responsibility for Heritage. The Vancouver Agreement Branch was moved to the Aboriginal, Multiculturalism and Immigration Department, and became the Inner-city Partnerships Branch to expand its mandate beyond urban issues in Vancouver. By reducing the number of Departments in the ministry and looking for synergies within those areas, the ministry is working to better coordinate internally its many programs through more horizontal integration.

New Era Commitments

Of the 24 *New Era* commitments presented in June 2001 that fell within the mandate of the Ministry of Community, Aboriginal and Women's Services, only one remained outstanding at the beginning of 2004/05, and is now achieved. The status of this commitment is described below.

***New Era* Commitments**	**Status**
Return 75 per cent of all traffic fine revenue to municipalities to improve community policing and crime prevention.	Exceeded. Eligible municipalities received a total of $41.8 million in traffic fine revenues in 2004/05, up from $10 million in 2003/04. In March 2005, government announced funding of $49 million to municipalities in 2005/06. This represents 100 per cent of traffic fine revenue — up from the 75 per cent announced as part of the Government's *New Era* commitments.

Report on Performance

Overview of Ministry Goals and Linkage to Government Strategic Goals

Because of the breadth of programs for which the ministry is responsible, the ministry supports three of government's strategic goals through several ministry goals and its mission. Many of the ministry's goals support one or more of the government's goals. A goal related to child care has been eliminated as this area of business was transferred to the Ministry of Children and Family Development and the goal is no longer relevant. See 2004/05 Service Plan.

Ministry Mission

The ministry works to build strong, safe and healthy communities and achieve full social, economic and cultural participation for British Columbians by:

- providing a policy and legislative framework, funding and advice to support local governance;
- developing the legislative and policy frameworks for housing, building, safety of regulated equipment and processes and fire prevention;
- providing policy advice and delivering services through third parties for Aboriginal people, immigration and settlement, multiculturalism and anti-racism, women who have experienced abuse, and their children, and providing policy advice on women's and seniors' issues; and
- securing federal participation in provincial priorities through federal/provincial arrangements.

Government Strategic Goals	Ministry Goals
1. Strong and vibrant provincial economy	→ 1. Local governments are open, accountable and effective.
	→ 2. Housing needs and safe building standards are met.
	→ 3. The social and economic benefits of immigration and multiculturalism are maximized.
2. Supportive social infrastructure	→ 1. Housing needs and safe building standards are met.
	→ 2. Women's and seniors' unique social and economic needs are addressed.
	→ 3. Social and economic outcomes for Aboriginal people are improved.
3. Safe, healthy communities and a sustainable environment	→ 1. Local governments are open, accountable and effective.
	→ 2. Loss of life, injury and property damage are minimized in the built environment.
	→ 3. Housing needs and safe building standards are met.
	→ 4. The social and economic benefits of immigration and multiculturalism are maximized.

Report on Results

The ministry's core businesses support the following goals and objectives:

Core Business	Goals	Objectives
Local Government	1. Local governments are open, accountable and effective.	1. Local governments are able to effectively exercise broader authority in the context of enhanced accountability to citizens.
		2. Efficient and effective local government systems.
		3. Communities are able to provide safe drinking water and appropriate sewage treatment.
		4. Cooperation and coordination among public libraries is maximized, allowing them to provide the highest quality service to British Columbians.
		5. British Columbia's heritage is preserved and promoted.
Housing, Building and Safety	2. Housing needs and safe building standards are met.	1. The housing market thrives.
		2. The most vulnerable are housed.
		3. British Columbia has a modern building regulatory system for safe, healthy and accessible buildings.
	3. Loss of life, injury and property damage are minimized in the built environment.	1. Local governments are able to deliver effective fire prevention services for their communities.
		2. Public safety is promoted with regard to regulated products and processes.
Aboriginal, Multiculturalism and Immigration	4. Social and economic outcomes for Aboriginal people are improved.	1. Aboriginal people and communities participate more in British Columbia's society and economy.
		2. Aboriginal communities and organizations are strengthened through language and culture preservation and increased ability to deliver culturally responsive programs and services.
		3. Vancouver's core neighbourhoods are revitalized and community capacity and social infrastructure are strengthened.
	5. The social and economic benefits of immigration and multiculturalism are maximized.	1. Stronger communities through action on racism and greater awareness of multiculturalism.
		2. Accelerated settlement of immigrants allows them to realize their full potential and contribute to the economy.
		3. The contribution of immigrants and temporary residents to the BC economy is expanded.

Core Business	Goals	Objectives
Women's and Seniors' Services →	6. Women's and seniors' unique social and economic needs are addressed. →	1. Women who have experienced abuse have access to emergency shelter and counselling.
		2. Government is enabled to make informed decisions on issues that affect women.
		3. Government is enabled to make informed decisions on seniors' issues.

Goal 1: Local Governments are open, accountable and effective

In Canada, responsibility for local matters is provided to the provinces under the Canadian constitution. All provinces discharge this responsibility by providing a legislative framework for local governments. In British Columbia, the ministry has created the most enabling framework for local governments with the *Community Charter*.

In B.C., local governments include 156 municipalities and 27 regional districts, serving diverse communities whose populations range from under 250 in the Village of Silverton to over two million in the Greater Vancouver Regional District. Local governments provide a wide range of services to citizens, including fire protection, policing, land-use planning, parks, recreation, local streets, water, sewer and garbage collection and disposal. Through the *Community Charter* and the *Local Government Act*, the Local Government Department works to ensure local governments have the necessary tools to provide these services effectively and accountably to its citizens.

The ministry is also responsible for providing a legislative, policy and program framework for service delivery and cooperation among B.C.'s 70 public libraries, and for ensuring heritage conservation by working to build heritage capacity in the private and non-profit sectors, and strengthening partnerships with the federal and local governments in the delivery of national heritage initiatives such as the Historic Places Initiative and Canadian Register of Historic Places.

Core Business Area: Local Government.

Objective 1: Local governments are able to effectively exercise broader authority in the context of enhanced accountability to citizens.

January 1st, 2005, marks the one year anniversary for the *Community Charter*, which created a modern enabling framework for local governments. The ministry is working to identify priority issues that affect other areas of local government, including land use and regional districts.

Strategies

1. *Implement the Community Charter core municipal provisions:* Implementation of the core provisions is complete.
2. *Identify scope and priority issues to be addressed in future local government legislative reform:* Government decided not to proceed with "Phase 2" of the *Community Charter*, which was to apply to Regional Districts and planning. Instead, the ministry is following a non-legislative course to address Regional District-related issues. A Union of B.C. Municipalities/Ministry working group is collaborating to address non-legislative Regional District issues. An action plan is in place to develop educational resources (e.g., toolkit) for regional districts. Work in this area is expected to continue throughout 2005/06.

Performance Measures	2003/04 Baseline	2004/05 Target	2005/06 Actual	Variance
1. **Output:** *Community Charter* resource materials such as best practices guides	Advisory website updated 2 new best practices guides completed	2–3 new	1 new — the Regulatory Best Practices Guide	–50%
2. **Output:** Future elements of *Community Charter* legislative framework a) Preliminary consultation and issue identification	Scope identified	Complete	Achieved	Target met

Explanation of Measure and Results

1. This measure is intended to capture progress made toward implementation of the *Community Charter*, which is key to achieving this objective. Resource materials consist of "capacity-building tools" designed to assist local government elected officials and staff to effectively and responsibly exercise their broad powers under the *Community Charter*. The weakness with the measure is that it does not measure the outcome of use of these resources. The ministry also provides many other resources to local governments in support of this objective that are not captured in this measure. This measure will likely be refined in future.
2. This measure has been dropped as it was based on the previous assumption that there would be a Phase II required in the Charter process. The measure serves as a simple "benchmark" to progress on what would have been legislative revision to further Parts of the *Local Government Act*. While the target was achieved, government decided not to proceed with a Phase II and is instead taking a non-legislative approach to address Regional District-related issues. Partners in achieving the result included the Union of B.C. Municipalities and individual local governments.

Explanation of Variance

Production of the Citizen's Guide to Local Government Idispute resolution, New Deal, Village of Queen Charlotte) and the Alternative Approval Process Guide was delayed, due to competing priorities. However, the *Community Charter* website was updated with 17 "advisory pieces" as of December 31, 2004, and a number of workshops and training sessions were provided to local governments and local government organizations.

Objective 2: Efficient and effective local government systems.

Local governments are accepted as efficient suppliers of local services. However, there are instances where:

- local structures, such as boundaries, need to adapt to meet changing conditions;
- local government revenue needs to be augmented;

- collective actions by local government, such as pooled borrowing through the Municipal Finance Authority, require provincial government support;
- communities need to work through periods of economic and social transition; and
- regional solutions are required to address issues such as housing urban transportation or economic development.

The ministry provided targeted support for the work of local governments in these and other areas, and undertook a number of strategies to achieve this objective.

Strategies

1. *Assist communities engaged in restructuring activities:* Five major restructure projects were concluded in 2004/05 — the City of Castlegar, Town of Qualicum Beach, Incorporation of the Village of Canal Flats, a voter defeated incorporation vote on Gabriola Island and a defeated restructure vote in Sooke. Twenty-two municipal boundary extensions and 11 other structure-related Orders-in-Council were approved by Cabinet. Restructure Planning Grant Funding, totaling $388,000, was also provided for 13 projects in 2004/05. Approval of unique governance arrangements for the Northern Rockies Regional District and Town of Fort Nelson were concluded along with progress being made on a number of high priority structure projects (e.g., Westside Kelowna, Castlegar, Robson-Raspberry).
2. *Allocate unconditional grants to communities:* On March 14, 2005, the Province announced funding for the Traffic Fine Revenue Grants program, which allocates $49 million to municipalities with populations over 5,000 that provide police services, on the basis of their policing costs. In 2004/05, eligible municipalities received a total of $41.8 million in traffic fine revenues, up from $10 million in 2003/04. This represents 100 per cent of traffic fine revenue. Small Community Protection Grants totaling $24.7 million were provided to small- and medium-sized municipalities to fund local services such as road and parks maintenance and general government administration. Regional District Grants in the amount of $2.1 million were provided, based on local population.
3. *Support pooled borrowing arrangements through provincial oversight of local government long-term borrowing and related transactions:* Two main initiatives have been undertaken to ensure greater security of pooled borrowing through the Municipal Finance Authority (MFA): a memorandum of understanding was signed between the MFA and government to recognize the legislative jurisdiction of each and the need for a transparent, effective, efficient, cooperative and flexible borrowing approval process that varies depending on the risk associated with different borrowing; and the Municipal Liabilities Regulation (BC Regulation 254/2004), which sets the maximum allowable level for the servicing of local government liabilities to 25 per cent of municipal revenue, similar to liability servicing limits used in Alberta and Ontario.
4. *Facilitate cooperation among governments by assisting in dispute resolution, community transition and advancing approaches to sustainable urban development:* In 2004/05, one informal and four formal service reviews to resolve disputes resulted in new and improved service partnerships. The memorandum of understanding on Independent

Power Projects was signed between the Union of BC Municipalities and the Province to establish a protocol for consultation, communication and collaboration between local governments and the Province in support of the development of clean, renewable energy sources to meet the growing energy needs of B.C. communities. Dispute resolution workshops were provided for local governments and ministry staff. A number of initiatives to advance and promote sustainable urban development work were undertaken under the Development Finance Review Committee and Smart Development Partnership Program, including affordable market housing and development finance workshops with industry stakeholders and $350,000 in funding for nine Smart Development partnerships.

Several initiatives were also undertaken related to community transition to support communities facing the loss of traditional revenue sources. Ministry staff met with the communities of Port Edward, Prince Rupert, Terrace, Skeena-Queen Charlotte Regional District and Port Alice, and transition studies which will be completed in 2005/06 have been undertaken. The ministry also published "The Resilient City" for the World Urban Forum, a paper that may be of use to communities making necessary adjustments to remain economically viable communities.

Performance Measure	2003/04 Baseline	2004/05 Target	2004/05 Actual	Variance
Outcome: Regional plans accommodate projected population growth **Measure:** Percentage of the expected 2021 population in high growth regions[1] accommodated by regional planning policies	72.2%	83.1%[2]	89%[3]	+7.1%

[1] "High growth regions" is defined to include southeastern Vancouver Island, the Lower Mainland and the Okanagan Valley.

[2] The 2021 population figures have been adjusted to include the Comox-Strathcona Regional District, and the Okanagan-Similkameen Regional District population data has been recalculated to include only that portion within the "Okanagan" area. This has altered the High Growth Region 2021 population base as well as the forecasted percentage of British Columbians accommodated by regional planning policies in the High Growth Region.

[3] Due to adoption of the Fraser Valley Regional District Regional Growth Strategy in October 2004.

Explanation of Measure and Results

A regional growth strategy in a high growth region benefits communities by anticipating and preparing for future demands due to growth and thereby ensuring sustainability. When a regional growth strategy is adopted, it demonstrates that the Regional District, member municipalities and provincial government agencies have worked together to develop a strategic approach to growth and that they intend to work together to implement the strategy. This measure demonstrates efficient and effective local government systems in that they are anticipating the effects of growth and taking action to ensure infrastructure and services can respond to future needs. The measure does not evaluate the content of strategies, nor does it consider the extent to which implementation commitments have been fulfilled. It also does not measure the impact of these strategies, particularly as to whether

they are achieving desired outcomes. However, once a strategy is adopted, accountability for implementation is required under the *Local Government Act* through annual reporting and a five-year review. The ministry is researching whether other indicators could be designed to capture the impacts of a regional growth strategy within a region.

Explanation of Variance

The Fraser Valley Regional District adopted a regional growth strategy in 2004/05, which was not included in the 2004/05 projections. Some population recalculations had minor impacts to the target as well.

Objective 3: Communities are able to provide safe drinking water and appropriate sewage treatment.

Most local governments provide their communities with infrastructure to ensure safe drinking water and appropriate sewage treatment. Such infrastructure is expensive and major projects often challenge the financial capacity of both large and small local governments. Since investments of this type are important to communities and quality of life for British Columbians and often support local economic development, the federal, provincial and local governments have invested in water, sewer and energy efficient building projects throughout the province.

Strategies

1. *Deliver the Canada-BC Infrastructure Program:* Since its inception in 2000, the Canada-BC Infrastructure program has provided $600 million for 187 infrastructure projects in 160 communities. In 2004/05, $96 million was paid out to 83 local governments. 100 per cent of available funding for this program has now been allocated. Investment in local government infrastructure will continue through other programs such as the BC Community Water Improvement Program (a $120 million program announced in February 2005) and programs identified under the New Deal for Cities and Communities Agreement.
2. *Deliver the Infrastructure Planning Grant Program:* 183 applications for funding under this grant program were received in 2004/05. Funds totaling $1.1 million were awarded for 117 projects. Available funding was increased in 2004/05 from $1 million to $2 million. This funding level will continue in 2005/06.

Performance Measures	2003/04 Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Outcome:** Percentage of British Columbians served by drinking water systems that use filtration where necessary and either ozonation or ultra-violet treatment in addition to disinfection	3%	8%	16.67%	+ 108%
2. **Outcome:** Percentage of British Columbians served by sewer systems which either meet Liquid Waste Management Plan requirements or incorporate secondary or higher levels of treatment	74%	74.3%	74.3%	Target met

Explanation of Measure and Results

1. The drinking water measure was chosen because it reflects current regulatory standards within North America for the treatment of surface water. The Province works in partnership with the federal government, local governments and provincial agencies (such as the Ministry of Health Services) to achieve the desired outcome of safe drinking water for British Columbians. The Province and the federal government contribute funding through the Canada-BC Infrastructure Program; local governments plan and build the infrastructure. Local governments are required to first meet program criteria and ultimately provincial drinking water standards. While these measures represent those populations or portions of community populations served by new water treatment facilities, they do not: include groundwater; determine the exact number of people served by any one facility (connections vs. people); capture the percentage of the provincial population served by privately-owned infrastructure; or capture the total net benefit of the funds invested related to drinking water systems. For these reasons, this measure may be revised in future.
2. The sewer systems measure captures existing, and varying, standards established under the *Environmental Management Act* (permit to discharge), the *Municipal Sewage Regulations* (MSR) and standards approved under a Liquid Waste Management Plan. The Province works in partnership with the federal government, local governments and provincial agencies (such as the Ministry of Water, Land and Air Protection) to achieve the desired outcome of appropriate sewage treatment for British Columbians. As with water infrastructure grants, the Province and the federal government contribute funding through the program; local governments plan and build the infrastructure. Local governments must meet program criteria and ultimately provincial waste water standards. While these measures represent those populations or portions of community populations served by secondary wastewater treatment facilities or facilities operating under a Liquid Waste Management Plan, they do not: capture investments made in infrastructure improvements to secondary treatment facilities that do not meet MSR standards; capture

the percentage of the provincial population served by privately owned infrastructure; or capture the total net benefit of the funds invested related to waste water systems. For these reasons, this measure may be revised in future.

Explanation of Variance

The target for drinking water was exceeded because more projects than were originally projected were completed in 2004/05. Targets are not considered achieved until the project is operational. It is expected that these figures will increase to 17.84 per cent in 2005/06 and 69.13 per cent in 2006/07. Targets for sewer systems are expected to remain unchanged for the foreseeable future.

Objective 4: Cooperation and coordination among public libraries is maximized, allowing them to provide the highest quality service to British Columbians.

The 70 libraries in British Columbia are supported by the Province as they work together through networked services to maximize the investment, by all levels of government, in library programs. Cooperation is realized by libraries sharing materials, information and staff expertise province-wide. An electronic network reduces traditional barriers of distance and size by making public access to library resources available across the province. The ministry provides administrative and organizational support to ensure libraries are able to maximize these cooperative opportunities.

Strategies

1. *Develop a strategic plan for public libraries: Libraries Without Walls . . . the World Within Your Reach — A Vision for Public Libraries in BC* was completed in November 2004, and Government approved $12 million in funding for implementation of the Plan over three years. Objectives and measures were identified in 2004/05 and implementation begins in 2005/06.
2. *Support community plans for libraries to form cooperative models for service delivery:* Building on the one existing library federation in the Lower Mainland, the ministry identified eight possible library federations in 2004/05. Meetings to identify common interests, solutions to resource issues and technical considerations were held in five of the eight areas of the province. $17,500 in funding was made available to the Kootenay and North Coast Library Boards for co-operative service delivery feasibility studies. An additional $25,000 was provided for start-up costs associated with implementation of the Kootenay library feasibility study. Phased rollout of the eight new federations will take place beginning in 2005/06.

Performance Measure	2003/04 Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Outcome measures stemming from the Strategic Plan for Public Libraries to be developed	Consultation and draft plan	Strategic Plan complete Objectives and measures identified	Achieved	Target met

Explanation of Measure and Results

This measure lays the groundwork for providing future information to gauge progress towards achieving the goals outlined in the Strategic Plan. The Plan itself and its measures were developed through consultations with library community stakeholders. Partners who participated in developing the measures include individual libraries, library boards and staff, library associations, the Union of B.C. Municipalities, the British Columbia Library Association and provincial agencies. Partners participated in the issues assessment stage; focus groups were regularly consulted throughout the process. While no formal accountability framework was established, partners were bound by common goals, like interests and joint financial investment. Implementation will occur through collaboration among partners. The Strategic Vision was approved by Cabinet in 2004/05 with the commitment of $12 million in funding for 2005/06 for implementation to begin over three years. The strategies outlined in the document will support libraries by enhancing services and ensuring libraries remain at the forefront of information delivery within their communities.

Objective 5: British Columbia's heritage is preserved and promoted.

Heritage is a critical part of the identity of communities and the province. Conserving heritage is central to people's understanding of their history. Conservation of heritage is also a part of healthy communities, contributing to their confidence and resilience. B.C. has more than 215,000 buildings that pre-date 1945, as well as many other historic resources. Approximately 15,000 historic places have been identified by communities, but fewer than 1,500 have been legally protected by local governments or the Province. Development pressures, disincentives to rehabilitation, neglect and other factors have resulted in the loss of 21 per cent of Canada's historic properties in the past 30 years.

Previously heritage sites were operated by government and, while the ministry maintains responsibility for conserving British Columbia's heritage, the method of delivering this service has shifted to a community-based approach. In 2004/05, the ministry worked to build heritage capacity in the private and non-profit sectors, and to strengthen partnerships with the federal and local governments in the delivery of national heritage initiatives.

Strategies

1. *Devolve responsibility for British Columbia heritage properties to community partners:* The devolution of Barkerville Historic Town to the Barkerville Historic Trust in March 2005 completed the move of 13 heritage properties to community-based management. Management of five heritage properties (one operating/four non-operating) is still to be addressed. The Site Management Agreement for the Kilby Farm has been terminated; negotiations toward a management agreement for Kilby Farm are ongoing.
2. *Increase the public profile, understanding and appreciation of heritage in the province:* The ministry remains the lead provincial agency in the promotion of understanding, appreciation and conservation of heritage in British Columbia. In 2004/05, the ministry undertook a number of initiatives to support heritage in British Columbia, including Heritage Week (partnership between the ministry and Heritage Trust of BC), promotion of the Community Heritage Properties Incentive Fund, substantial contributions to new web-based educational material and production of three Historic Places pamphlets targeted at high school students. B.C. now leads the nation in number of records in the Canadian Register of Historic Places with 432 records.

Performance Measures	2003/04 Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Agreements with third parties to manage devolved heritage properties	20[1]	8 new[1]	4	-50%
2. **Output:** B.C.'s historic places identified and recorded on the Canadian Register of Historic Places	0	500 new	432[2]	-13.6%
3. **Outcome:** Communities recognize the value of British Columbia's heritage, as shown by number of communities with approved heritage strategies and plans	6	4 new 10 total	5[3]	+25%

[1] The total number of heritage properties to be devolved was 28, and this was to have been completed by March 2004. However, 8 properties remained to be devolved in 2004/05. Delays stemmed from treaty considerations and the need to find appropriate third parties to take over the sites. This initiative was expected to be completed in 2004/05.

[2] Of the 580 records prepared in 2003/04, 148 are undergoing quality assurance and 432 have been loaded to the national register. In 2004/05, 430 records were prepared by the ministry, bringing the total to 1,010.

[3] Five communities — Penticton, Oliver, Quesnel, Steveston and Burnaby — developed heritage strategies and plans.

Explanation of Measure and Results

1. Agreements with third parties is a measure of the success of the ministry in devolving management of the 28 operating and non-operating heritage properties, formerly managed by the Province, to community-based third parties.
2. Identifying and recording B.C.'s historic places on the Canadian Register of Historic Places demonstrates increased recognition of heritage resources and the engagement of local governments in their conservation. This initiative has involved federal funding and

participation by local governments. B.C. leads all provinces and territories in the total number of records prepared (1,010) and total listing in the national register (432).

3. Heritage strategies and plans developed through community consultation and adopted by Council resolution reflect increased understanding of the importance of heritage to community well-being and provide a framework for initiatives and investment by the local government. Information is compiled through the number of communities that apply for partnered funding to develop their strategies and plans. While this is an effective measure of the state of involvement of municipalities, other local governments are engaged in pre-planning consultations and training workshops, which also build community capacity and involvement and are not reflected in this measure.

Explanation of Variances

1. Successful devolution has been dependent on: whether the ministry could identify existing, or facilitate the creation of third parties with which an agreement to transfer sites could be negotiated; and land transfer processes outside the direct control of the ministry. The results for the previous year also left one site (Barkerville) still to be devolved, in addition to the target for this year. The financial goals were effectively achieved through the devolution of all 13 operating sites, by way of 15-year agreements or transfers of ownership. Subsequently, the 15-year agreement for one operating site (Kilby) was terminated, and negotiations are underway with a new party. The target was primarily not met because of delays associated with the devolution of non-operating sites. Transfer of some of these sites is dependent on the timelines of the Free Crown Grant process being used for the transfers of ownership and willingness of a third-party. A number of First Nations sites were delayed because of the time lines of the treaty negotiation process which varies depending on the circumstances of the particular First Nation involved.
2. Achievement of this measure depends on: local governments and their consultants to estimate the number of records to be prepared, provincial processing and quality control of records prepared, and federal resources to add records to the national register. Actual results may be higher or lower, depending on a number of factors, including the appropriateness of the record for inclusion in the federal register. Improved understanding of documentation standards by local governments and their consultants has resulted in a smaller number of better quality records that are likely to require less quality assurance by the ministry prior to listing on the national register. Federal partners are processing 148 records prepared by provincial staff in 2003/04 and 430 new records were put forward by B.C. in 2004/05.
3. The number of heritage strategies and plans depends on the amount of cost-shared funding and staff resources that can be accessed by local governments and the ministry. The target was exceeded, showing expanded knowledge of and commitment to heritage by local governments in the province and ministry commitment to achieving its objective.

Goal 2: Housing needs and safe building standards are met.

Core Business Area: Housing, Building and Safety.

During the past three years, low interest rates and rising consumer confidence have resulted in a thriving B.C. housing market. Housing has been one of the sectors leading the economic recovery of British Columbia. Affordability, however, continues to be an issue. Moreover, the supply of rental housing has lagged far behind demand over recent years. Regarding activity in the building sector, housing starts are an excellent indicator of construction activity. In 2004, B.C. had the highest percentage growth in housing starts nationally.

Objective 1: The housing market thrives.

The strategies below are intended to result in a housing market that is better able to meet the housing needs of British Columbians. While government's ability to influence the housing market is small, initiatives are being implemented to find ways to reduce impediments to the development of affordable market housing and to support increased flexibility in housing development for builders and local governments. Supporting and encouraging local governments to better enable affordable housing development in their communities is also an important strategy, given the limited supply and relatively high cost of land in some jurisdictions.

Strategies

1. *Implement initiatives to enable the housing industry to respond to needs:* Amendments to the *Real Estate Act* and *Insurance Act* allowed developers the option to use purchasers' deposit monies for financing the costs of residential development projects as long as the deposits are adequately insured. Amendments to the *Homeowner Protection Act* and associated regulations gave building renovators more flexibility in conducting building envelope repairs while saving homeowners money without compromising consumer protection or building quality.
2. *Provide local governments with planning tools and guides on development of affordable housing:* The ministry published the *Planning for Housing 2004 Guide*, and will publish two more guides in June 2005, *Secondary Suites: A Guide for Local Governments* and *Local Government Guide for Improving Market Housing Affordability*. Workshops based on these publications are also being developed. Amendments to the *Local Government Act* provisions around Development Cost Charges help reduce the burden of infrastructure costs for more dense and therefore more affordable housing projects.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Specific housing industry indicators to be identified	Market Housing Policy approved in 2002/03	Key measures identified and data collected	Achieved	Target met
2. **Output:** Percentage of local governments in communities over 100,000 applying affordable housing planning tools and techniques[1]	Measure revised — baseline: 69.6%	N/A	N/A	N/A

Explanation of Measure and Result

1. The goal of the Market Housing Policy is to support a vibrant and thriving housing industry that also meets the needs of British Columbians. To monitor this broad area effectively, a number of specific housing industry indicators have been identified to understand and quantify influencing factors, progress and outcomes. These indicators will be measured over time (trend data) and broken down regionally where appropriate. The indicators require ongoing research and revision as the housing market is complex and impacted by many factors outside government control. Some indicators are considered to have an impact on the market rather than reflecting the market itself. A selected data baseline has to be determined. The performance information is primarily being gathered through the Canadian Mortgage Housing Corporation, Statistics Canada and BC Stats.
2. One of the strategies used to increase housing options is to encourage local governments to develop and implement policies that will support the housing industry in continuing to build housing that meets diverse needs. Housing policy guides and tools are therefore made available to local governments. The ministry target is to increase use of these planning tools and techniques, which is an effective indicator that local governments are enhancing their capacity to respond to housing needs and moving toward the goal of improved affordability. These tools complement new powers under the *Community Charter*, which allow local governments to be more effective in meeting local housing needs through increased abilities to use tax exemptions, housing reserve funds and public/private partnerships. The information is gathered through a local government survey that is conducted every three years. Because the measure is new, no trend has yet been established. The next survey will be conducted in 2006/07 with a target of 75 per cent of these communities applying affordable housing tools and techniques. This measure was revised in 2004/05 to apply to communities over 100,000 where this measure is more relevant.

Objective 2: The most vulnerable British Columbians are housed.

Not all British Columbians are able to find and afford suitable housing in the private market. The strategies below are intended to increase the number of housing units produced through

the Independent Living BC program and the Provincial Housing Program, and ensure that existing subsidized housing is effectively meeting the needs of the most vulnerable households.

Strategies

1. *Increase the number of units subsidized under the Independent Living BC program:* Since June 2001, the Province has funded the construction of 3,400 new subsidized units under the Provincial Housing Program and an additional 3,500 under the Independent Living BC program for frail seniors and persons with disabilities.
2. *Review existing programs to enhance housing for the most vulnerable:* The ministry is working to identify gaps in the current housing delivery system and developing a comprehensive Provincial Housing Strategy. The ministry is also looking at federal/provincial jurisdiction in social housing to achieve greater influence over the non-market housing stock and be better able to target resources to serving the most vulnerable.

Performance Measures	Baseline	2004/05 Target	2004/05 Actual	Variance
1. Number of units of subsidized housing[1]	41,614	1,271 new[3]	1,107 new	-12.9%
2. Number of rent supplements provided[2]	15,100	500 new	483	-3.4%

[1] The administration of existing units and construction of new units is the direct responsibility of BC Housing to which the Ministry transferred $142 million in 2004/05. Housing and subsidies are funded under partnerships with other ministries, the federal government and other sources (e.g., Ministry of Health Services, local governments) and delivered through partnerships with the private and non-profit sectors. Refer to BC Housing Service Plan for further detail on housing programs and targets.

[2] In 2004/05, there was a total of 14,207 rent supplements provided, including Shelter Aid for Elderly Renters (SAFER), Supported Independent Living (SIL) and Independent Living BC (ILBC). 483 refers to new supplements delivered under ILBC.

[3] The target of 1,271 was taken from BC Housing's 2003/04 Service Plan. Their 2004/05 Service Plan had a revised target of 1,487.

Explanation of Measure and Results

1. This measure reports on all new units expected to reach completion during the reporting period. This housing responds to gaps in the existing housing supply and responds to the housing needs of vulnerable British Columbians. Units that were created were delivered under a mix of strategies, including the Provincial Housing Program, the Independent Living BC Program and partnership initiatives. Future priorities include the delivery of additional transitional and supportive housing in targeted communities in response to local priorities identified through the Premier's Task Force on Homelessness, Mental Illness and Addictions, which was established earlier this year.
2. This measure reports on the number of new rent supplements expected to be delivered under the Independent Living BC Program during the reporting year. Rent supplement

assistance for seniors in need of housing and support in the private market represents an important component of the Independent Living BC Program — a housing for health initiative introduced in April 2002.

Explanation of Variance

1. The target was mostly achieved (87 per cent); however, anticipated completion of some Independent Living BC units was delayed, due to the complexity of the program and partnerships, as well as specific housing and support needs of the clients. See BC Housing 2004/05 Annual Report.
2. The target was almost fully achieved (97 per cent); however, there were minor delays in the allocation of some rent supplement units for developments still under construction. See BC Housing 2004/05 Annual Report.

Objective 3: British Columbia has a modern building regulatory system for safe, healthy and accessible buildings.

Strategies for effective building policy focus on a sound, objective-based building regulatory system that is consistent with modern building industry practices and lessons learned from other jurisdictions.

Strategies

1. *Participate in development of new objective-based building and plumbing codes:* B.C. has actively worked with the Canadian Codes Centre and other provinces and territories to develop the new model national building and plumbing codes, on which the BC Building Code is based. During 2004/05, B.C. continued to chair the Provincial-Territorial Policy Advisory Committee on Codes, the provincial/territorial committee providing policy advice. B.C. also participated on working groups on the code development system, the Preface to the Building, Plumbing and Fire Codes and training on the new objective-based code format.
2. *Develop proposals for a modern, efficient building regulatory system:* In 2004/05, the ministry undertook an interbranch project to examine the current state of the system for achieving safety in the built environment through analysis of current regulations and existing reports and recommendations, as well as through stakeholder workshops, and to envision an optimal future system by analyzing gaps between current and future state and barriers to system effectiveness. The goal of this project is to identify options in 2005/06 for improvements that balance public safety, economic and social outcomes.
3. *Establish and implement a mechanism for code interpretation services for all provincial users:* Through extensive analysis, the ministry identified a need for building code interpretation services ranging from clarification to peer advice and binding dispute resolution. The analysis showed that building code interpretation services cannot be addressed in isolation, so this has been integrated into the modernisation project described above.

Performance Measures	Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Revised BC Building and Plumbing Codes	BC Building Code, 2000	Code revisions in progress	Water Conservation (Plumbing) regulation amended	Target met
2. **Output:** Benefits of an objective-based code are realized by users, as measured by a) number of stakeholders trained b) the extent to which stakeholders realize benefits[1]	 500 N/A	 2,000 N/A	 0 N/A	 -100%[2] N/A

[1] The survey to determine the extent to which this outcome has been achieved must be conducted at least two years after stakeholders have had a chance to use the new objective-based code which was targeted to be adopted in 2004/05 but has been delayed.

[2] Due to delays at the national level.

Explanation of Measure and Result

The BC Building Code is the primary building regulation in B.C. Another regulation is the Water Conservation (Plumbing) regulation, which establishes a requirement for low water consumption toilets. The ministry has been working with the National Research Council to update the BC Building Code, which encompasses the model national building and plumbing codes, with a number of B.C. variations. While delays at the national level have resulted in delays at the provincial level, government did amend the Water Conservation (Plumbing) regulation to require that newly-installed toilets in certain high-population areas in B.C. be ultra-low flow (6 litre) fixtures. This was at the request of local governments.

Explanation of Variance

A major revision of the BC Building Code is dependent upon the revision cycle of the model national building code, on which the BC Building Code is based. There have been delays at the national level, resulting in delays at the provincial level. It is anticipated that the model national building and plumbing codes will be available to provinces and territories in 2005/06. Training cannot be undertaken until the code is adopted.

Goal 3: Loss of life, injury and property damage are minimized in the built environment.

The ministry works to minimize loss of life, injury and property damage in the built environment by providing the policy and legislative frameworks for fire prevention and the safety of regulated equipment and processes. Success depends on many partners and stakeholders, including local governments, Local Assistants to the Fire Commissioner, the BC Safety Authority, industry, regulatory and other associations, and the public.

Core Business Area: Housing, Building and Safety.

Objective 1: Local governments are able to deliver effective fire prevention services for their communities.

Local governments are responsible for delivery of fire suppression and prevention services. The Office of the Fire Commissioner (OFC) is the senior authority for setting fire prevention policy and legislation. It also provides training to Local Assistants to the Fire Commissioner to ensure that local governments are able to meet the above objective. Control over providing effective fire prevention services rests with local government, thereby limiting the Ministry's ability to reduce injury, property damage and loss of life in the built environment.

Strategies

1. *Develop the BC Fire Code in an objective-based format:* The ministry is nearing the end of the Building and Fire Code review cycle. The cycle, led by the National Research Council, is expected to result in an Objective-based Code that contains the current prescriptive code and options for alternative solutions for achieving life safety and property protection. Release of the new objective-based code is now anticipated for 2006.
2. *Undertake legislative review of the Fire Services Act:* The ministry has been involved in research and analysis of the *Fire Services Act* since 2003. The legislative review is continuing with the possibility that amendments will be proposed in 2006.
3. *Provide training and public education on fire safety and prevention:* The ministry provides ongoing training and support to the BC Fire Services in the area of public fire and life safety education. Programs include the BC Public Fire and Life Safety Education Curriculum — Getting to Know Fire — and provincial Juvenile Firesetter Intervention program.

Performance Measures	Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Adoption of BC Fire Code	BC Fire Code, 1998	N/A[1]	N/A	N/A
2. **Output:** *Fire Services Act* legislation tabled	*Fire Services Act*, 1996	Legislation drafted	Research conducted[2]	Not met
3. **Output:** Number of Local Assistants to the Fire Commissioner receiving training in fire investigation and fire inspections	250 in 2003/04	250 new	250	Target met
4. **Output:** Reduction in number of: • fires • fatalities • injuries • property losses	2001 Year[3] • 6,900 fires • 43 fatalities • 271 injuries • $175.5 M in losses	Numbers decline over time[4]	• 5,934 fires • 27 fatalities • 203 injuries • $119.2 M in losses	Numbers have declined since 2001

[1] No targets were set for 2004/05.

[2] Research into alternative fire prevention service delivery continued, resulting in delays in drafting of the legislation.

[3] Numbers are estimates for 2001.

[4] Improvements depend on a number of factors including: engineering practices, education, department resources and capabilities, and Fire Code or safety standard enforcement at the local level. There is expected to be a downward trend in the number of incidents over the long term.

Explanation of Measure and Results

1. The BC Fire Code is updated periodically. A major revision of the BC Fire Code is dependent on the revision cycle of the model national building code, on which the BC Building, Fire and Plumbing Codes are based. There have been delays at the national level, resulting in delays at the provincial level. It is anticipated that the model national building and plumbing codes will be available to provinces and territories in 2005/06.
2. The *Fire Services Act* was originally drafted in 1921 and has not undergone any major revisions since. Many aspects of the Act are not consistent with the objectives of governance established by the Province. In addition, service partners in fire prevention currently include municipalities only because there is no statutory requirement for non-municipal fire prevention inspections in B.C. This has been identified as a gap in the current *Fire Services Act*. New legislation will address this gap and be more enabling than prescriptive to better support this objective.
3. The number of Local Assistants to the Fire Commissioner (LAFCs) has been relatively stable at 1,200 for the past several years. As LAFCs retire and new LAFCs are appointed, the ministry provides training to enable them to carry out their statutory responsibilities under the *Fire Services Act*. LAFCs are responsible for fire reporting and investigation, and may be called upon to inspect premises that are deemed to be unsafe from a fire safety perspective. In some areas of the province, the local police (RCMP) fulfill these responsibilities.
4. Reductions in the number of fires, fatalities, injuries and property losses are useful as a longer term measure of trends over time that can indicate effectiveness of fire prevention and public education campaigns. However, this outcome is affected by many factors beyond the capacity of the Office of the Fire Commissioner and the control of the ministry (such as whether there was a fire department and the extent of fire prevention or public education activities in the area). For this reason, this measure was not included in the ministry's 2005/06 Service Plan but will continue to be used internally as a tool to monitor trends and possible impact of the state of fire prevention and response in the province.

Explanation of Variance

1. No target for 2004/05 established.
2. Service partners, including the Fire Chiefs' Association and Fire Prevention Officers' Association, have identified that all of B.C. should be subject to mandatory fire prevention programs. The ministry is working with Regional Districts to determine the feasibility of requiring broader service delivery. It is anticipated that the research will produce a range of options to accomplish more effective fire prevention throughout B.C. To ensure a higher level of acceptance and support for new legislation, the ministry has initiated an innovative strategy to determine scope of new legislation for the *Fire Services Act*. The ministry has committed nearly $400,000 to research alternative fire prevention service delivery. As a result, drafting of the legislation has been delayed.
3. Target met.

4. Compared against the previous fiscal year, there was an increase in fires by 339 and fatalities by four; but a decrease by five injuries and $111.7 million in losses. However, numbers have declined over time (since 2001). The increase in the number of reported fires could be attributed to a change in reporting requirements where all fires, regardless of value, are reported to the Province. The high losses reported in the previous fiscal year could be associated with interface fires that destroyed 334 homes and ten businesses.

Objective 2: Public safety is promoted with regard to regulated products and processes.

With respect to regulated equipment and public safety, the ministry is working to address the fragmentation that has occurred in the last few decades. This is due to the proliferation of new safety-related materials, technologies and services; the increase in discipline-specific changes; and the absence of a single body with a comprehensive safety mandate. The Province is responding to these pressures by establishing an independent BC Safety Authority, effective April 2004. The Safety Policy and Liaison Branch manages the Province's relationship with the BC Safety Authority and works to establish a safety policy and legislative framework, including objective-based safety codes, and towards the harmonization of national safety standards.

Strategies

1. *Manage delegation agreement with the BC Safety Authority:* Regular meetings are held with the senior management of the British Columbia Safety Authority (BCSA) and the outputs produced by the BCSA were reviewed to ensure that BCSA was meeting the performance objectives under the Administrative Agreement with the Province. In 2004/05, these objectives were met.
2. *Continue development of objective-based safety regulations:* A new Monetary Penalty Regulation was developed under the *Safety Standards Act*. This regulation came into effect on March 31, 2005, and it enables an additional enforcement tool to promote compliance under the Act. The regulation provides criteria for safety managers to consider before imposing a monetary penalty.
3. *Promote B.C.'s interest in the harmonization of national technical standards:* B.C. is chairing the National Public Safety Advisory Committee (NPSAC) Hydrogen Working Group to develop a new harmonized regulatory framework for all provincial and territorial jurisdictions in Canada that will ensure safety standards for hydrogen life cycle functions, including production, transportation, storage, fuelling and applications. The working group will present its first work outcomes at the next NPSAC conference in Halifax in May 2005.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Provincial objectives for BC Safety Authority satisfied as measured by analysis of safety indicators in the annual State of Safety Report	Selection of key indicators in consultation with the BC Safety Authority	Indicators analyzed	Done	Target met

Explanation of Measure and Results

The ministry is responsible for ensuring that the newly established BC Safety Authority (BCSA) meets its performance objectives under the administrative agreement and that ultimately provincial objectives for safety are met. The BC Safety Authority has developed indicators on which it will report in its State of Safety report at the end of December 2005. The ministry has analyzed the indicators selected by the BCSA for reporting to ensure they meet provincial objectives as defined by the *Safety Standards Act* for a safety framework in B.C.

Goal 4: Social and Economic outcomes for Aboriginal people are improved.

The general standard of living for B.C.'s Aboriginal people is 20 per cent below that of other British Columbians. The province's Aboriginal population grew by 24 per cent between 1996 and 2001. In recent years, more Aboriginal people have moved from reserves to urban centres with about 70 per cent now living off-reserve in B.C. These shifts in population challenge the ministry to address the expanding need for service from the growing and youthful urban Aboriginal population. The provincial government has placed a high priority on improving the quality of life for Aboriginal people, directing the ministry to work towards better coordination and integration of resources to meet the needs of Aboriginal people. Success in achieving these objectives depends largely on partnerships with other ministries, the federal government, and Aboriginal organizations and communities.

Core Business Area: Aboriginal, Multiculturalism and Immigration.

Objective 1: Aboriginal people and communities participate more in British Columbia's society and economy.

The ministry is working to improve the way that services are delivered and accessed by Aboriginal people and also to ensure that Aboriginal people have economic and social opportunities to improve their quality of life.

Strategies

1. *Improve coordination and access to provincial programs and services that respond to the needs of Aboriginal people in British Columbia:* The ministry engaged with the Aboriginal community, including political and service organizations, to inform development of a Provincial Aboriginal Social and Economic Strategy.
2. *Enhance the social and economic development opportunities for Aboriginal people in British Columbia:* The First Citizens Fund continued to support enhancing social and economic development opportunities for Aboriginal people through the Business Loan Program, Business Advisory Centres, Student Bursary Program, Elders Transportation Program, Friendship Centre Program, and Heritage, Language and Culture Program. Each program met their objectives of supporting Aboriginal entrepreneurs to start, expand, or purchase a business, expanding the availability and accessibility of business information and services within the province, supporting Aboriginal students and Elders, and urban Aboriginal people, and supporting Aboriginal communities to preserve and revitalize their languages and cultures. These programs contribute resources for Aboriginal people and communities to achieve their goals for economic participation and social and cultural revitalization.

   In addition, six new Aboriginal Employment Partnership Initiative agreements were signed (for a total of thirteen). Each agreement is a commitment by an employer to address employment barriers for Aboriginal people and, through an established process with the Aboriginal community, to increase the employment of Aboriginal people within their organizations.

   A partnership agreement with Western Economic Diversification was also initiated to deliver the Aboriginal Business Entrepreneurial Skills Training Program over the next three years for Aboriginal youth exploring self-employment options.
3. *Partner with the federal government and Aboriginal communities to address the needs of Aboriginal people:* The ministry participated as observers in the federally led Canada-Aboriginal Peoples Roundtable policy dialogue sessions and facilitated sector ministry and Aboriginal organizational contributions to the Roundtable. B.C. is co-chairing a process for development of the agenda for the First Ministers' Meeting on Aboriginal Issues with the federal Inter-governmental Relations Secretariat.
4. *Increase provincial involvement in the federal Urban Aboriginal Strategy:* The ministry supported the expansion of the Urban Aboriginal Strategy by developing a pilot initiative in the Community of Prince George. The federal contribution totalled $500,000 over two years, fiscals 2004/05 and 2005/06.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Enhanced social and economic development opportunities for Aboriginal people, as measured by:				
a) Number of jobs created and sustained through First Citizens Fund loans for business expansion and start-up	a) 382 annually[1]	a) 350 in total[2]	333	–4.9% (95% of target achieved)
b) Number of Aboriginal businesses started or sustained through the First Citizens Fund	b) 149 annually[1]	b) 150 in total[2]	129	–14% (86% of target achieved)

[1] The baseline figures are an average of the previous five years. This is a better figure for estimating demand (compared to last year's service plan which reported a three-year average).
[2] These targets are based on projected demand and actual results can vary with changes in the profiles of loan recipients.

Explanation of Measure and Results

The measure demonstrates that Aboriginal businesses are being established and expanded each year with program support. The challenge with this measure is that targets are based on rolling five-year averages, so annual results vary from year to year. Also, it does not measure progress of Aboriginal economic development or long-term business viability in comparison to the overall business community. Measures relating to those issues are being considered. A survey to determine the continued success of Aboriginal businesses supported by the program was carried out in 2003/04 and will be repeated every five years. The program is delivered under third-party agreement. Third-party service providers are accountable for full program disbursement in accordance with program terms, conditions and contractual obligations.

Explanation of Variance

The total amount of funding dedicated to this program is relatively static. This year, there were fewer small loans and more larger loans, which reduced the total number of loans provided. These variances are typical for the program due to economic conditions and the response of borrowers and lenders to those conditions.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Signed partnership agreements under the Aboriginal Employment Partnership Initiative[1]	7 agreements signed[2]	3 new 10 in total	6 new 13 in total	+ 100%

[1] Employers participating in the Aboriginal Employment Partnership Initiative include BC Region London Drugs and the Royal Bank.
[2] Since the inception of the program.

Explanation of Measure and Results

This measure is effective in demonstrating the willingness of employers to enter into a process of change. It does not reflect the considerable implementation work or the desired longer term outcomes of change to increase employment of Aboriginal people. The program is delivered by a third-party organization that facilitates and carries out work with employers and is accountable for reaching specified stages of results with each employer.

Explanation of Variance

The program gained considerable momentum in the third year, in part due to having materials and templates in place developed as a result of earlier partnership processes. Tangible products increased employer understanding of intended outcomes and increased interest in participating. The ministry is working toward developing a funding partnership with the federal government to continue to support this initiative.

Objective 2: Aboriginal communities and organizations are strengthened through language and culture preservation and increased ability to deliver culturally responsive programs and services.

Support for culturally appropriate services is a key strategy, leading to strengthened Aboriginal communities. Preservation of Aboriginal languages is critical to maintaining a strong sense of community and heritage.

Strategies

1. *Support the preservation of Aboriginal languages through the First Peoples' Heritage, Language and Culture Council grant program:* Funding to support the preservation and revitalization of Aboriginal languages and cultures was maintained at $1 million. Funding supports the First Peoples' Heritage, Language and Culture Council to deliver language and arts program funding and develop strategies and initiatives that support the revitalization and expression of Aboriginal languages and cultures in B.C. The First Peoples' Heritage, Language and Culture Council supported the delivery of 32 community language projects. The ministry also provided support to the First Peoples' Cultural Foundation to expand the use of http://FirstVoices.com, an innovative web-based language archiving and teaching tool, to Aboriginal language communities in B.C. that have not previously been introduced to this tool.
2. *Increase capacity of Aboriginal organizations to design and deliver culturally responsive programs and services, including employment-related partnerships and activities:* The ministry worked with the Métis and urban Aboriginal community, through their political representative bodies (Métis Provincial Council of BC and the United Native Nations) on the implementation of a tripartite Memorandum of Understanding with each organization and the federal government. The ministry supported implementation of an Aboriginal Healing Program initiative in Greater Vancouver to strengthen capacity and implementation of pilot initiatives as a participant in the Greater Vancouver Urban Aboriginal Strategy Steering Committee; and the ministry provided $500,000 to the Centre for Sustainability to work with the Aboriginal community in 2005/06 on the development

and delivery of a pilot program intended to support improvements to the organizational capacity of Aboriginal community organizations.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Number of language preservation projects funded through the First Peoples' Heritage, Language and Culture Council[1]	37	40	32	-20%

[1] Number of language projects funded replaces the number of languages preserved and protected (as stated in last year's plan). This new measure is a more accurate statement of program activity.

Explanation of Measure and Results

This measure is an effective measure of the number of communities receiving project support annually. The longer term desired outcome of these projects is to reverse the decline of Aboriginal languages. This is a very gradual process, not easily measured on a year to year basis and difficult to ascertain through data collection. The program is delivered by a third-party with a solid reputation for fair decision-making and accountable delivery of service. Funding recommendations are made by a committee of experts following a public call for submissions.

Explanation of Variance

The target was based upon an anticipated number of projects based upon previous experience. The funding pool remained unchanged, so a smaller number of higher value projects were approved by the delivery organization. This is a response to the nature and quality of the funding applications and is not indicative of any under-performance.

Objective 3: Vancouver's core neighbourhoods are revitalized and community capacity and social infrastructure are strengthened.

The Vancouver Agreement (VA) is a federal/provincial/municipal initiative to support sustainable development in Vancouver, particularly in the city's Downtown Eastside neighbourhood. This initiative has broad impact for many people and the community as a whole, as well as Aboriginal persons who live in the Downtown Eastside.

The strategies below ensure that, through Vancouver Agreement partnerships, economic, social and health benefits are created in Vancouver's core communities. This work will be linked to the 2010 Olympic Games planning process so that direct and lasting benefits occur for these key communities before, during and after the 2010 Olympics.

Strategies

1. *Implement economic, health and public safety initiatives through Vancouver Agreement partnerships:* The ministry worked to implement the VA strategic plan with priority

actions in the areas of economic, social, health and public safety, collaborating with VA partners, community agencies, businesses and operational agencies to optimize results.

2. *Collaborate with the Olympic Games Secretariat to maximize positive impacts on Vancouver's Downtown Eastside communities:* The ministry participated in the design of a responsibility matrix for the implementation of the 2010 Inner-City Inclusive Commitment Statement, which includes extensive commitments related to inner-city communities, including the Downtown Eastside. Existing and future opportunities under the VA economic revitalization plan were then linked to the implementation of the Commitment Statement.
3. *Facilitate enhanced cultural diversity in Vancouver's Downtown Eastside communities and improve economic revitalization:* The ministry organized an arts breakfast to seek input from community stakeholders, and initiated the process for the development of an arts and cultural strategy to support the economic revitalization process.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Number of new revitalization initiatives for Vancouver's Downtown Eastside	12 new initiatives	2 new (14 total)	6 new (18 total)	+ 200%

Explanation of Measure and Results

The Vancouver Agreement (VA) partners have an evaluation framework and an economic revitalization plan which includes identified outcomes in the area of economic revitalization to measure the impacts on improving conditions in the Downtown Eastside. Through the "Opportunities Starting Now" fund, potential legacies were identified for low-income communities, such as training and employment and targeted opportunities for women and youth. The number of new revitalization initiatives indicates how well VA partners are working together toward achieving commonly agreed upon outcomes. The VA has been more successful in securing agreement to implement new initiatives than originally forecast. Future forecasting may be revised to reflect capacity to achieve higher targets.

Explanation of Variance

The original forecast was conservative and the initial target has been surpassed. The Inner-city Partnerships Branch has played a key role in building effective partnerships, which led to successful implementation of a higher number of new initiatives.

Goal 5: The social and economic benefits of immigration and multiculturalism are maximized.

Core Business Area: Aboriginal, Multiculturalism and Immigration.

The number of British Columbia immigrant landings in recent years has remained stable, ranging between 34,000 and 38,000 a year over the last five years, constituting

approximately 15 per cent of the national total. Immigration provides the largest source of population and labour force growth, playing a lead role in meeting skill requirements, attracting investment and expanding consumer demand. Immigration also brings many social benefits. The Province works to promote cultural diversity and multiculturalism, which will attract more immigrants to British Columbia as a safe, welcoming place in which to invest and raise families.

Given increased global and inter-provincial competition for "economic" immigrants, the Provincial Nominee Program was expanded to help the Province meet key skill shortages, attract business immigrants who can potentially make the greatest contributions to investment and job creation, and facilitate immigration to smaller communities in British Columbia.

Regional dispersion of immigration (also a federal priority) can contribute significantly to regional development goals as the Province's heartlands strategy unfolds. The Province consulted with the federal government in expanding the Provincial Nominee Program and accessed new funding to action federal priorities, including labour market language training and foreign qualifications recognition.

Strategy

Develop and implement a comprehensive cross-ministry strategy to maximize the social and economic benefits of immigration and cultural diversity to the province of B.C.: A provincial strategy to improve the social and economic benefits of immigration, the *Strategic Framework to Enhance the Social and Economic Benefits of Immigration to British Columbia*, was presented to and approved by Government Caucus Committee on the Economy and Government Operations on February 21, 2005. A second provincial strategy relating to the benefits of cultural diversity, the *Strategy to Improve the Social and Economic Benefits of Cultural Diversity in British Columbia* (the "Cultural Diversity Strategy") was developed in consultation with the Multicultural Advisory Council and other stakeholders, and was approved by the Government Caucus Committee on the Economy and Government Operations on March 7, 2005.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Strategic framework for maximizing economic and social benefits of immigration	Individual programs and measures exist	Strategic framework completed and implemented	Framework completed and approved	Implementation is underway

Explanation of Measure and Results

To form a comprehensive immigration framework for B.C., the ministry worked to develop a high-level strategy designed to maximize the social and economic benefits of immigration. The strategy provides a strategic overview of provincial interests and activities in immigration. It is intended to provide the broad support for the ministry's Goal 5, rather

than to fit under one objective. The strategy builds on current activities with enhancements designed to coordinate and challenge federal, provincial and public-private activities to better meet the Province's interests in immigration. The strategy includes a detailed workplan with measurable outcomes and will continue to be implemented through 2005/06.

Explanation of Variance

Implementation of the strategy depends largely on stakeholder involvement. The framework is completed but implementation is long term and will extend beyond 2006.

Objective 1: Stronger communities through action on racism and greater awareness of multiculturalism.

Through community partnerships, the Province supported a growing local commitment to anti-racism and multiculturalism. These local efforts are able to mobilize multiple contributors and ultimately lead to community-based approaches to dealing with and preventing racism and supporting diversity.

Strategies

1. *Facilitate and empower communities to mobilize against racism and to promote multiculturalism:* The Critical Incident Response Model was implemented in 12 communities across B.C., and 14 other community-based anti-racism and multiculturalism projects were funded. The ministry also co-sponsored a Dialogue on Multiculturalism with more than 150 public, private and non-profit sector leaders on February 14, 2005.
2. *In cooperation with the Ministry of Small Business and Economic Development, develop a document capturing a multicultural theme around the Olympics:* the Multicultural Advisory Committee and ministry staff worked with the Ministry of Small Business to fashion a multicultural theme for the 2010 Olympics. The Cultural Diversity Strategy also incorporates this objective related to the development of a multicultural theme in the 2010 Olympics, plus strategies and activities to roll out this initiative.
3. *In consultation with the Multicultural Advisory Council, examine mechanisms for delivery of anti-racism and multicultural initiatives with partners:* In consultation with the Multicultural Advisory Council and other stakeholders, the ministry developed a *Strategic Framework for Action: A Strategy to Stimulate Joint Action on Multiculturalism and the Elimination of Racism in B.C.* This framework was presented to a broad cross-sectoral group of 150 participants at the Dialogue on Multiculturalism.

Performance Measures	Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Anti-racism or multiculturalism initiatives funded	25	25	25	Target met
2. **Output:** Community level commitment toward the promotion of anti-racism and multiculturalism, as measured by the number of communities with anti-racism protocols in place	8	4 new 12 in total	4 new 12 in total	Target met
3. **Output:** Olympic multicultural theme document	new	Document developed	Achieved	Target met
4. **Output:** Report and make recommendations on anti-racism and multicultural initiatives	new	Report complete	Achieved	Target met

Explanation of Measure and Results

1. Third-party funding of initiatives and services is the primary means by which the ministry meets its multiculturalism/anti-racism mandate. In 2004/05, there were 22 community-based projects funded under the BC Anti-Racism and Multiculturalism Program, as well as two projects in support of the Dialogue on Multiculturalism — the Dialogue event itself, and an online forum that took place after the Dialogue. A "legacy" multimedia toolkit to assist smaller communities throughout B.C. to host local Dialogues on Multiculturalism will be implemented in the coming year.
2. Developing capacity at the community level to combat race-based hate activity is critical for community well-being. The primary tool used to build this capacity is the Critical Incident Response Model (CIRM) model. The CIRM is a three-step, three-year approach to address racism and hate.
3. This measure was one of the accountabilities for the Minister of State for Immigration and Multicultural Services. The document was incorporated into the Cultural Diversity Strategy, which sets strategic direction for this. Activities will be defined and implemented through to 2010. Implementation will depend on the engagement of other areas of government and agencies tied to the Olympics.
4. This measure was also one of the accountabilities for the Minister of State. A *Strategic Framework for Action: A Strategy to Stimulate Joint Action on Multiculturalism and the Elimination of Racism in B.C.* was completed and was a focal point of the Dialogue on Multiculturalism event in 2004/05. Given that the document proposes that multiculturalism and anti-racism are a shared responsibility, implementation of the recommendations depends heavily on partnerships with other stakeholders.

Objective 2: Accelerated settlement of immigrants allows them to realize their full potential and contribute to the economy.

Enabling and expediting settlement of immigrants will have direct benefits to local communities, as well as to immigrants themselves. The strategy below enables communities to provide new immigrants with the tools and supports they need to flourish in Canadian society and B.C. communities.

Strategy

1. *Build community capacity to support new immigrants and refugees through settlement, language training and adaptation programs:* An open solicitation process for BC Settlement and Adaptation programs was implemented across the province, resulting in allocation of resources for settlement and language programs using a model based on immigration population distribution and demonstrated needs. Services were contracted through five funding streams (140 contracts in 35 communities) for: English language services for adults, which includes language ability assessments and on-site child care; information and support services providing orientation, referrals and service linking for immigrants; community bridging, which matches immigrants to long-term residents; and sectoral support and delivery assistance to allow umbrella organizations to network, coordinate service delivery and develop resources.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Number of persons receiving language training[1]	10,000	9,000	13,200	+46.7%

[1] Language and settlement services are provided to people through the awarding, funding and monitoring of 135 contracts with third-party providers.

Explanation of Measure and Results

Participation of new immigrants with limited English language skills in English language classes is a critical first step in achieving full integration into B.C. society. This measure demonstrates that service is needed.

Explanation of Variance

The ministry funds seats in learning institutions to serve new immigrants. The number of adult immigrants occupying those seats through the course of a year can vary depending upon circumstances such as immigrants becoming employed, learners quickly reaching the level of ability required to "graduate" from the service, etc. Because of a higher than anticipated turnover of immigrant learners in the purchased seats, more people were served over the course of the year.

Objective 3: The contribution of immigrants and temporary residents to the B.C. economy is expanded.

To maximize the benefits of immigration, B.C. works to attract and retain immigrants who are best able to contribute to British Columbia's economy. The strategies below form a multifaceted approach to attract and retain a greater number of qualified immigrants who are able to fill critical skill shortages (such as in nursing or high tech) or potentially move to B.C. and invest in local economies. It also supports immigrants with an international professional or trade designation to work in B.C. in jobs commensurate with their skills and training. A regional immigration strategy benefits smaller communities by furthering their interest in attracting and retaining skilled workers, students and business immigrants in support of local economic development interests.

Strategies

1. *Negotiate and renew the Canada-British Columbia Agreement for Co-operation on Immigration:* A renewed five-year Agreement for Canada-British Columbia Cooperation on Immigration was signed in April 2004, building on the previous Agreement and providing further mechanisms to increase the benefits of immigration to B.C. Under the new Agreement, the Provincial Nominee Program is maintained and strengthened; Canada continues to transfer funds for the delivery of settlement services to immigrants, with an additional transfer for enhanced labour market language training; special initiatives are developed to attract skilled workers, business immigrants and international students; joint commitment is established to support immigration to smaller cities and communities; mechanisms are facilitated to pursue the recovery of income assistance payments when sponsorship breakdown occurs; and mechanisms are established to discuss and pursue interest in immigrant health matters.
2. *Expand the Provincial Nominee Program (PNP):* A PNP expansion plan was developed in 2004/05 and approved for implementation through 2005 to 2008. Highlights of the plan include: increased marketing initiatives; expedited issuance of work permits for both the Business and Strategic Occupations (SO) categories; significant increases in the number of Business and SO nominees per year; a reduction in the minimum investment amount for the Business Skills category; and an expansion of the SO program criteria to include new sectors (physicians, midwives, self-employed applicants, skilled trades people, etc.). Since its inception, the PNP has generated more than $100 million in committed business investments and has helped to bring more than 900 skilled workers and their families into the province.
3. *Accelerate career attachment opportunities for immigrants in the professions and trades:* Career attachment opportunities for immigrants were accelerating in 2004/05 through the development of multilateral funding groups to assist immigrants in gaining Canadian work experience; direct support for B.C. regulatory bodies, professional and trades associations and employers to ensure immigrants have an equal opportunity to work in jobs for which they are qualified; continuation and expansion of specific projects to improve international credential recognition; and development of the BC Skills Connect for Immigrants program, an integrated career assessment, planning and employment bridging program to support expedited labour market entry for immigrants.

4. *Identify and facilitate business immigration prospects:* Opportunities were created to identify and facilitate business immigration prospects to the Province by: supporting the issuance of temporary resident visas for exploratory visits and interviews; business counselling and referrals for landed entrepreneurs; regular information seminars for both prospective and landed entrepreneurs; and matching business opportunities with prospective entrepreneurs.
5. *Develop and implement a regional immigration strategy:* A Regional Immigration Initiative was developed in partnership with Citizenship and Immigration Canada (CIC), and co-funded by the Province, CIC and Western Economic Diversification. The program is the first of its kind in Canada and was administered by a steering committee representing federal and provincial interests. Implementation in 2004/05 took the form of eight pilot projects outside the Greater Vancouver Regional District, designed to support community dialogue and action on immigration at the local level.

Performance Measures	Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Skilled immigrants are employed in British Columbia's skill-shortage sectors as measured by the number of skill-shortage sector jobs filled by applicants of the Provincial Nominee Program	250 new (2003/04)	300 new	392 new	+30.7%
2. **Output:** Employment of skilled immigrants under the Provincial Nominee Program is distributed among the regions of the province as measured by the percentage of rural area employers hiring skilled immigrants	20%	25%	24%	-4.0%
3. **Output:** Employers and nominees are satisfied with the Provincial Nominee Program as measured by the percentage of respondents satisfied in annual evaluation surveys	75%	75%	89%	+18.7%
4. **Output:** Business investment is maximized as measured by the number of business immigrants entering B.C. through the Provincial Nominee Program[1]	25 (2003/04)	45	103	+128.9%

[1] Business immigrant nominees must fall under one of the following two categories:
Lower Mainland — must invest $1 million or more resulting in the creation of five or more jobs.
Rest of B.C. — must invest $300,000 or more, resulting in the creation of two or more jobs.

Explanation of Measure and Results

1. This measure indicates program success and ability to address B.C. skill-shortages and meet employer needs through expedited immigration processing. Knowledge of, interest in and use of the Strategic Occupations component of B.C.'s Provincial Nominee Program as a tool to address skill shortages tied to economic growth has increased.
2. This measure indicates the ministry's contribution to increasing immigration in B.C.'s regions. The measure allows the ministry to compare statistics to federally selected candidates. While the destination of nominees is not entirely within the control of the program, the measure does reflect marketing efforts in the regions and provides an indicator of the success of the program in meeting demand and promoting regional immigration. The measure also depends on the ability of employers in the regions to attract and retain skilled workers. At this time, the measure only reflects approved skilled worker applications and may be revised to include all nominees (both Strategic Occupations and Business Immigration components) heading to the regions. While the ministry exceeded its targets for Provincial Nominees by over 30 per cent, many of the new nominees were destined for the Lower Mainland where skill shortages were most acute.
3. This measure indicates whether the program is able to meet client needs. Employers are considered the main client of the program. A survey is administered by program staff and is complemented by periodic third-party comprehensive evaluation. The inherent weakness with a survey tool is that it may attract only those employers/clients who are satisfied with the program. The response rate for this survey was 43 per cent (response rates for surveys of this nature are usually between 30 and 35 per cent). The survey was e-mailed to 192 employers who sent in applications between April 1, 2004, and February 9, 2005. Of the 417 applications presented, 329 (79 per cent) were approved.
4. This measure indicates program performance and ability to meet provincial interests to increase business immigration. The program is demand driven, and as the business categories of the Provincial Nominee Program have become more widely known, applications have increased. Business immigration benefits B.C. through investments that are actively managed by immigrants who live in B.C. and who create jobs.

Explanation of Variance

1. The ministry exceeded its target. This is a demand driven service. In 2004/05, there was increased interest and demand for the program. Next year's demand is expected to double.
2. The ministry missed its target by four per cent. This is a demand driven service that depends on the ability of regions to attract and retain skilled workers.
3. The ministry exceeded its target by 19 per cent. Despite increasing demands on the program, client satisfaction remained higher than anticipated.
4. The ministry exceeded its target by 128 per cent. This target is demand driven. 103 nominees with work permits, or in the process of getting permits or permanent residence from Citizenship and Immigration Canada were approved in 2004/05. Demand doubled this year. It is anticipated that demand will triple in the next year.

Goal 6: Women's unique social and economic needs are addressed.

Core Business Area: Women's Services.

Women have made significant gains in B.C.: 59 per cent of university degrees in 2001 were granted to women, and women now comprise 47 per cent of the province's labour force. In addition, 35.6 per cent of all business owners in B.C. are women.

Women, however, are still more likely to be victims of crimes committed by someone they know, such as a partner, spouse, acquaintance, relative or ex-spouse. Ensuring access to safe shelter for women and their children who are fleeing abusive relationships will contribute to safer communities in British Columbia.

Objective 1: Women who have experienced abuse have access to emergency shelter and counselling.

Transition house programs and counselling services are an important part of government's strategy to ensure the safety of women and children. There are a total of 86 funded transition houses, safe homes and second stage housing providers in B.C. The transition house program was reviewed in 2004/05, resulting in new program funding for 2005/06.

Strategies

1. *Manage programs that provide shelter and counselling services for women who have experienced abuse and for children who witness abuse:* The ministry managed programs that provide shelter and counselling services through contracts with third-party service providers.
2. *Develop a strategy for phased implementation of a new equitable funding model for the provincial inventory of transition houses, safe homes and second stage housing:* In March 2005, a $12.5 million increase in program funding for 2005-06 was announced; $6.9 million of this funding went to increases for transition house programs to improve the consistency and quality of service delivery.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Women and their children using transition houses are safely sheltered from violence[1]	10,400[2]	10,400	11,675	+12.2%
Measure: Number of women and their children who used transition house services[2]				

[1] Safe shelter is provided to women and their children through the awarding, funding and monitoring of 87 third-party service provider contracts. The number of contracts was formerly included as a performance measure. The measure now focuses on impact by identifying the number of women and children served.

[2] This baseline figure has been restated. The figure of 14,125 published in last year's service plan, was the number of overnight stays which, because the figure was reported monthly, resulted in some double-counting. The revised figure represents the number of new residents sheltered. These targets are demand driven.

Explanation of Measure and Results

Stopping the Violence funding is provided to ensure women who have experienced abuse, and their dependent children, are sheltered. The measure is of client usage of a demand driven service. Over time the measure establishes a trend identifying the need for transition house services and assists the branch in determining ways to meet this demand. Provision of services relies on third-party service providers held accountable through transfer under agreements. Statistics on client service usage are collected monthly from transition houses. A new information management system is under development to improve the accuracy of reporting. One weakness of the measure is that it does not determine the quality of services delivered. This has been a challenge because of the need for a high level of confidentiality. To address this gap, a voluntary exit survey for clients is being developed.

Explanation of Variance

Shelter is provided as needed. Demand for transition house services exceeded estimates resulting in an increase in the number of clients sheltered. Data is based upon 11 months of reports from transition houses. It is difficult to determine whether an increase in demand corresponds to an increase in violence because increased awareness of services available or changes in social acceptance of violence may lead to an increase in service use.

Objective 2: Government is enabled to make informed decisions on issues that affect women.

Because of women's unique needs, the ministry works to enable the community and government to monitor the status of women in British Columbia and ensure that programs are designed to respond appropriately to their needs.

Strategies

1. *Produce educational tools and materials to provide statistical data on women in British Columbia:* Working with key partners, the ministry launched the "Starting Your Business — A Guide to Resources for BC Women" in the fall of 2004 to increase the profile of women entrepreneurs in British Columbia and provide a tool to assist new women entrepreneurs in their endeavours. The ministry also posted "Quick Facts on BC Women" on the Ministry website in the spring of 2005.
2. *Develop a cross-ministry strategy to reduce violence against girls and women:* A cross-ministry strategy was developed and presented to both the Government Caucus Committee on Communities and Safety and Cabinet. As a result, a $12.5 million increase in program funding for 2005-06 was announced; $800,000 of which will be added to existing funding for initiatives that address the prevention of violence against women.
3. *Develop a strategy outlining activities and initiatives that profile and promote women's role in the province's economy:* A Strategy to profile and promote women in the B.C. economy was completed and presented to the Government Caucus Committee on the Economy and Government Operations in February 2005. Implementation of the activities and initiatives will begin in the summer of 2005.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Guides and tools, as directed by government:[1]				
Violence Prevention Strategy; and	N/A	Strategies developed and implementation begins[2]	Achieved	Target met
Strategy to profile and promote women's role in the economy	N/A	Strategies developed and implementation begins[2]	Achieved	Target met

[1] These outputs are new measures.

[2] This is a cross-ministry strategy to reduce violence against girls and women.

Explanation of Measure and Results

These measures are output measures. Both were completed. The measures support the objective as these strategies were presented to government to provide them with information on issues affecting women.

Objective 3: Government is enabled to make informed decisions on seniors' issues.

Government provides at least 20 programs and services that benefit seniors directly and many others that benefit seniors indirectly. These programs and services are delivered by ten ministries and Crown Corporations and include programs that address housing, health, recreation, transportation, personal security and financial needs of seniors in B.C.

The strategy below informs government to enable better planning and coordination of services and programs for seniors.

Strategy

1. *Review government's programs and services for seniors and make recommendations on how government can focus its planning for an aging population:* The review of government services was completed in the fall of 2004. A report with recommendations was presented to the Government Caucus Committee on Communities and Safety in March 2005. Implementation of the recommendations will begin in the summer of 2005.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Report and recommendations to inform government programs and planning to meet the needs of seniors	N/A[1]	Review, report and recommendations complete	Completed	Target met

[1] These outputs are new measures.

Explanation of Measure and Results

This measure is an output measure. It was completed. The measure supports the objective as the report was presented to government to provide them with information on planning for an aging population.

Goal 7: Support services enable the ministry to be an effective and dynamic organization.

Core Business Area: Executive and Support Services.

In delivering its programs, the ministry is challenged to meet public expectations for greater accountability, online or e-business services, more hours of service, and direct access to systems, as well as staff expectations for greater support in the form of information technology solutions. The ministry continues to undergo significant changes stemming from government downsizing, centralization of corporate functions and strategic shifts such as "from direct service delivery to service delivery by third parties" and "from unfocused funding to performance based funding".

Objective 1: Corporate support services are responsive, innovative and efficient.

Providing effective support to ministry programs is critical to ensuring that all program objectives are achieved in the most efficient and economical manner possible. The strategies identified below are two examples of the ways in which corporate services supports ministry programs. Information management systems greatly streamline processes and reduce administrative overhead. Managing for results ensures that programs focus on what is actually achieved for B.C. citizens.

Strategies

1. *Provide appropriate financial management strategies:* The ministry budget was appropriately managed and the ministry is within 98.5 – 100 per cent of its budget target. The Finance and Administrative Services Branch continues to provide high quality financial management advice and customer service to ministry programs as measured by the Corporate Services Customer Satisfaction Survey.
2. *Implement new information management systems for Multiculturalism and Immigration and Women's Services:* Contract Management systems were developed for both Multiculturalism and Immigration and Women's Services. Online contract management processes including templates for contracts, automated workflows and data management capabilities were made available to ministry staff. Phase 2 in 2005/06 includes payment interface with the corporate accounting system. As part of this year's web-enabled initiatives associated with these two systems development projects were three additional projects to enhance systems and enable external contractors access to ministry systems. They are: STV-DES (Stopping the Violence Data Entry System), PIMS (Performance Information Management System) and OPRA (ministry Online Payment Reporting Application). STV-DES and PIMS are all web-based applications to collect budget information and performance data from agencies that contract with the ministry to provide services to clients. They also support performance management and reporting and service planning needs of the ministry and the Stopping the Violence Branch and Settlement and Multiculturalism Branch. They include a link to OPRA to provide payment information to users through BCeID, the provincial standard authentication security methodology for any contractor doing business with the Province. Phase II of this project will look at expanding the user base to Local Government and other areas of the ministry.
3. *Implement managing for results:* The ministry has been working to improve its performance management cycle to ensure all steps in the cycle are being fully implemented. The ministry engages in: a strategic planning process to anticipate emerging issues and be able to effectively respond; branch and ministry service planning to set objectives and performance targets for the coming year to three years; monitoring implementation of service plans over the year; planning for evaluation of programs and policies; and reporting on results.

Performance Measures	2003/04 Baseline	2004/05 Target	2004/05 Actual	Variance
1. **Output:** Common access to all ministry computer applications (percentage of staff using Virtual Office desktop environment)[1]	80%	90%	90%	Target met
2. **Output:** Ministry program staff are satisfied with services provided by the Corporate services department	77%	80%	74.4%	-7.0%
3. **Output:** Ministry is within 98.5 to 100% of budget target	99.9% (99.7% in 2002/03)	98.5% - 100%	99.7%	Target met

[1] Implementation of Virtual Office has resulted in $2 million in savings since the program's inception in 2001. This is based on savings generated by not replacing computers, assuming $2,000 in replacement costs for 1,000 computers across the ministry.

Explanation of Measure and Results

1. Containing and reducing IT/IM costs across the ministry directly impacts internal operating efficiency with regard to workstation maintenance.
2. The objective of the Corporate Services Department survey is to provide an evaluation of service from the client's perspective.
3. The measure is total spending divided by total appropriation. Appropriation includes Estimates budget, supplementary estimates, contingency access and statutory appropriation. This is an appropriate measure of budget management. The ministry was on budget and received statutory appropriation of $1.2 million for the University Endowment Lands Special Account.

Explanation of Variance

According to the Corporate Services Department survey, the overall importance rating of Corporate services in 2004/05 was 88.5 per cent and the overall satisfaction rating was 74.4 per cent. There was a 7 per cent variance between the target and actual. Overall, clients viewed services much the same as they did in 2003/04. The difference in importance rating between 2003/04 and 2004/05 was 0.5 per cent, while the difference in satisfaction was 3.4 per cent. Given the many corporate initiatives that required implementation over the past year, including the transfer of the IT help desk function, Time-on-Line and i-Procurement, this is a significant accomplishment, and satisfaction remains generally high, despite these corporate shifts.

Objective 2: Organizational change is successfully managed.

The ministry has undergone significant changes since its inception in June 2001. Organizational change requires effective management to ensure uninterrupted high quality service delivery to citizens. The Human Resource Renewal Strategy ensured staff have

the appropriate skills to meet the changing requirements of delivering ministry programs. Individual Employee Performance and Development Plans ensure that every staff member is focused on achieving the ministry's corporate objectives.

Strategies

1. *Implement Human Resource Renewal strategy:* Six core capabilities were defined for the ministry to assist with decisions for recruitment and development of people. They are: policy development; mediation of disputes; management of arms-length service delivery; enhancement of third-party capacity; building partnerships; and management of information. The first stage implemented this year was identification of learning priorities supporting the ministry capabilities. In the coming year, the capabilities will be integrated into selection criteria for recruiting key staff into the ministry.
2. *Ensure all staff prepare Employee Performance and Development Plans:* The ministry committed all employees to participate in the annual performance and development planning process. The Employee Performance and Development Plan (EPDP) helps the ministry determine common development opportunities and plan its investment in training and development dollars for the coming year. EPDPs are an essential tool for operationalizing branch and ministry service plans by linking employment performance and development to branch and ministry objectives.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Output: Performance and development of individual staff is clearly linked to performance requirements of the ministry as a whole, as measured by percentage of staff with Employee Performance and Development Plans	20%	50%	> 95%	+ 90%

Explanation of Measure and Results

Participation rate is key to successfully implementing this new feedback tool. As all employees have completed at least one EPDP, the focus will shift to ensuring plans are more specific to the needs of each employee.

Explanation of Variance

The ministry target was increased in 2004/05 to include all employees, in recognition of the key link between ministry, branch and employee performance objectives. While the ministry nearly achieved 100 per cent participation, some staff movement and temporary assignments resulted in the need for staff to update performance and development plans.

Deregulation

The Ministry of Community, Aboriginal and Women's Services is contributing to the government-wide *New Era* commitment to cut red tape and reduce the regulatory burden by one-third within three years. As part of the initiative, in 2001, the ministry completed a baseline count of 71,238 regulatory requirements.

On January 31, 2002, the Ministry completed a three-year deregulation plan which established a cumulative target reduction of 35.1 per cent for 2003/04, with a total reduction of 37.1 per cent by June 5, 2004. The plan was implemented through streamlining, modernizing and harmonizing ministry legislation, regulations and policies.

The ministry exceeded its target, achieving a 49.5 per cent cumulative target reduction in regulatory burden by June 2004.

Performance Measure	Baseline	2004/05 Target	2004/05 Actual	Variance
Per cent of regulations eliminated	Total 35.1% reduction (2003/04)	Total 37.1% reduction	Total 49.5% reduction	+ 33.4%

Explanation of Variance

In 2004/05, the ministry out performed its total reduction target by 33.4%, achieving a final reduction of 49.5 per cent. This was primarily due to major revisions to the *Railway Safety Act* which were not part of the ministry's original deregulation plans. Other major areas of regulatory streamlining in 2004/05 included: the new *Safety Standards Act;* the introduction of the *Community Charter*; reductions in Childcare policy; and Heritage devolution to third-parties.

Report on Resources

Overall, the ministry spent $468,408,000, compared to a total estimated budget of $469,609,000. The ministry was $1,201,000 under its estimated budget, a difference of 0.3 per cent. Forty-four per cent of the ministry budget supported the Local Government Department, followed by 35 per cent for Housing, Building and Safety. Ninety-two per cent of these funds were transfers to local governments and BC Housing.

2004/05 Resource Summary

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance (Actual minus Total Estimated)[3]
Operating Expenses ($000)					
Local Government[2]	97,464	112,951	210,415	208,102	(2,313)
Housing, Building and Safety	160,718	6,500	167,218	165,511	(1,707)
Aboriginal, Multiculturalism and Immigration[2]	14,552	2,060	16,612	20,884	4,272
Women's and Seniors' Services	210,123	(172,777)	37,346	37,162	(184)
Executive and Support Services	11,406	(493)	10,913	9,644	(1,269)
Transfer to Royal British Columbia Museum[4]	12,105	—	12,105	12,105	0
Northern Development Initiative Trust Act[5]		15,000	15,000	15,000	0
Total	**506,368**	**(36,759)**	**469,609**	**468,408**	**(1,201)**
Full-time Equivalents (Direct FTEs)					
Local Government	111	—	111	118	7
Housing, Building and Safety	55	1	56	55	(1)
Aboriginal, Multiculturalism and Immigration	63	—	63	69	6
Women's and Seniors' Services	29	—	29	28	(1)
Executive and Support Services	82	—	82	84	2
Total	**340**	**1**	**341**	**354**	**13**

[1] Other Authorizations are $66,000,000 in Supplementary Estimates, $54,267,000 and 1 FTE in Contingency Access and $15,000,000 in Statutory Appropriation under the *Northern Development Initiative Trust Act*.

[2] Includes Special Accounts.

[3] Variance display convention has been changed this year to be consistent with the change introduced in public accounts. Variance is in all cases "Actual" minus "Total Estimates". Where the Actual is greater the Variance is displayed without brackets.

[4] For information on the Royal British Columbia Museum, please see the Royal British Columbia Annual Service Plan Report at http://www.rbcm.gov.bc.ca *.

[5] Statutory expenditure under the *Northern Development Initiative Trust Act*.

* *Refer to note on page 3.*

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance (Actual minus Total Estimated)[3]
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Local Government	90	—	90	9	(81)
Housing, Building and Safety	65	—	65	71	6
Aboriginal, Multiculturalism and Immigration	355	—	355	387	32
Women's and Seniors' Services	150	—	150	294	144
Executive and Support Services	250	—	250	44	(206)
Total	**910**	**0**	**910**	**805**	**(105)**

[1] Other Authorizations are $66,000,000 in Supplementary Estimates, $54,267,000 and 1 FTE in Contingency Access and $15,000,000 in Statutory Appropriation under the *Northern Development Initiative Trust Act*.

[2] Includes Special Accounts.

[3] Variance display convention has been changed this year to be consistent with the change introduced in public accounts. Variance is in all cases "Actual" minus "Total Estimates". Where the Actual is greater the Variance is displayed without brackets.

Explanations and Comments

Under expenditure of $1.2 million is due to a statutory appropriation for the University Endowment Lands Special Account. This appropriation is a result of increased public works costs and accommodation costs associated with the suspended sale of the University Golf Course. Cost pressures in some departments in the ministry were offset by cost savings in other departments. The ministry FTE variance can be largely attributed to additional service delivery requirements for the following initiatives/programs:

- Premier's Task Force on Community Opportunities (Local Government)
- New Deal on Communities and Cities (Local Government)
- BC Community Water Improvement (Local Government)
- Provincial Nominee Program (Aboriginal, Multiculturalism and Immigration)

(Staffing costs for the Provincial Nominee Program are recovered through application fees).

Capital Expenditures and Financing Transactions

Capital spending by core business reflects changing information technology priorities within the ministry during the fiscal year. The capital expenditures were primarily for new information management systems for Multiculturalism and Immigration and Women's Services. The former system tracks the performance of and payments to contractors,

who deliver language training to immigrants; this furthers the core business objective of maximizing the social and economic benefits of immigrants. The latter system tracks the performance of and payments to contractors, who provide shelter to women who have experienced abuse, and their children; this furthers the core business objective of addressing the unique needs of women. Overall, the variance is due to lower than anticipated spending for contracted services.

Appendix 1: Ministry Agencies, Boards and Commissions List

BC Housing Management Commission Board of Commissioners

Board of Examiners

Building Code Appeal Board

Building Policy Advisory Committee

First Peoples' Advisory Committee

First Peoples' Heritage, Language and Culture Council

Homeowner Protection Office Board of Directors

Islands Trust Fund Board

Multicultural Advisory Council

Municipal Insurance Association of BC

Native Economic Development Advisory Board

Provincial Capital Commission Board

Royal British Columbia Museum Board of Directors

Safety Standards Appeal Board

Appendix 2: Ministry Key Legislation

The ministry is responsible for more than 40 public Acts, including the following legislation:

Capital Commission Act

Community Charter

Fire Services Act

First Peoples' Heritage, Language and Culture Act

Heritage Conservation Act

Homeowner Protection Act

Indian Advisory Act

Islands Trust Act

Library Act

Local Government Act

Local Government Grants Act

Multiculturalism Act

Municipal Finance Authority Act

Museum Act

Resort Municipality of Whistler Act

Safety Authority Act

Safety Standards Act

Shelter Aid for Elderly Renters Act

Special Accounts Appropriation and Control Act (Section 4)

University Endowment Land Act

Vancouver Charter